MP C1500
MP C1500
Aficio™ MP C1500
ISC 615G

Operating Instructions

Troubleshooting

1 When the Machine Does Not Operate as Wanted
2 Troubleshooting When Using the Copy Function
3 Troubleshooting When Using the Facsimile Function
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6 Adding Paper and Replacing Print Cartridges
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8 Remarks

Read this manual carefully before you use this machine and keep it handy for future reference. For safe and correct use, be sure to read the Safety Information in "About This Machine" before using the machine.

Introduction

This manual contains detailed instructions and notes on the operation and use of this machine. For your safety and benefit, read this manual carefully before using the machine. Keep this manual in a handy place for quick reference.

Do not copy or print any item for which reproduction is prohibited by law.

Copying or printing the following items is generally prohibited by local law:

bank notes, revenue stamps, bonds, stock certificates, bank drafts, checks, passports, driver's licenses.

The preceding list is meant as a guide only and is not inclusive. We assume no responsibility for its completeness or accuracy. If you have any questions concerning the legality of copying or printing certain items, consult with your legal advisor.

Important

Contents of this manual are subject to change without prior notice. In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.

Notes

Some illustrations in this manual might be slightly different from the machine.

Depending on which country you are in, certain units may be optional. For details, please contact your local dealer.

Caution:

Use of controls or adjustments or performance of procedures other than those specified in this manual might result in hazardous radiation exposure.

Two kinds of size notation are employed in this manual. With this machine refer to the metric version.

For good copy quality, the supplier recommends that you use genuine ink from the supplier.

The supplier shall not be responsible for any damage or expense that might result from the use of parts other than genuine parts from the supplier with your office products.

Power Source

220 - 240V, 50/60Hz, 2A or less.

Please be sure to connect the power cord to a power source as shown above. For details about power source, see p.121 “Power Connection”.

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The proper names of the Windows operating systems are as follows:

- The product name of Windows® 95 is Microsoft® Windows 95.
- The product name of Windows® 98 is Microsoft® Windows 98.
- The product name of Windows® Me is Microsoft® Windows Millennium Edition (Windows Me).
- The product names of Windows® 2000 are as follows:
  Microsoft® Windows® 2000 Advanced Server
  Microsoft® Windows® 2000 Server
  Microsoft® Windows® 2000 Professional
- The product names of Windows® XP are as follows:
  Microsoft® Windows® XP Professional
  Microsoft® Windows® XP Home Edition
- The product names of Windows Server™ 2003 are as follows:
  Microsoft® Windows Server™ 2003 Standard Edition
  Microsoft® Windows Server™ 2003 Enterprise Edition
  Microsoft® Windows Server™ 2003 Web Edition
- The product names of Windows NT® 4.0 are as follows:
  Microsoft® Windows NT® Server 4.0
  Microsoft® Windows NT® Workstation 4.0

Manuals for This Machine

Refer to the manuals that are relevant to what you want to do with the machine.

❖ **About This Machine**
Be sure to read the Safety Information in this manual before using the machine.
This manual provides an introduction to the functions of the machine. It also explains the control panel, preparation procedures for using the machine, how to enter text, and how to install the CD-ROMs provided.

❖ **General Settings Guide**
Explains User Tools settings, and Address Book procedures such as registering fax numbers, e-mail addresses, and user codes. Also refer to this manual for explanations on how to connect the machine.

❖ **Troubleshooting**
Provides a guide to solving common problems, and explains how to replace paper, print cartridges, and other consumables.

❖ **Security Reference**
This manual is for administrators of the machine. It explains security functions that the administrators can use to protect data from being tampered, or prevent the machine from unauthorized use.
Also refer to this manual for the procedures for registering administrators, as well as setting user and administrator authentication.

❖ **Copy Reference**
Explains Copier functions and operations. Also refer to this manual for explanations on how to place originals.

❖ **Facsimile Reference**
Explains Facsimile functions and operations.

❖ **Printer Reference**
Explains Printer functions and operations.

❖ **Scanner Reference**
Explains Scanner functions and operations.

❖ **Network Guide**
Explains how to configure and operate the machine in a network environment, and use the software provided.
This manual covers all models, and includes descriptions of functions and settings that might not be available on this machine. Images, illustrations, and information about operating systems that are supported might also differ slightly from those of this machine.

❖ **Other manuals**

- Quick Reference Copy Guide
- Quick Reference Fax Guide
- Quick Reference Printer Guide
- Quick Reference Scanner Guide
- PostScript3 Supplement
- UNIX Supplement
- Manuals for DeskTopBinder Lite
- DeskTopBinder Lite Setup Guide
- DeskTopBinder Introduction Guide
- Auto Document Link Guide

Note

❒ Manuals provided are specific to machine types.

❒ Adobe Acrobat Reader/Adobe Reader must be installed in order to view the manuals as PDF files.

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How to Read This Manual

Symbols

This manual uses the following symbols:

⚠ ***WARNING:***

Indicates important safety notes.

Ignoring these notes could result in serious injury or death. Be sure to read these notes. They can be found in the "Safety Information" section of About This Machine.

⚠ ***CAUTION:***

Indicates important safety notes.

Ignoring these notes could result in moderate or minor injury, or damage to the machine or to property. Be sure to read these notes. They can be found in the "Safety Information" section of this manual.

Important

Indicates points to pay attention to when using the machine, and explanations of likely causes of paper misfeeds, damage to originals, or loss of data. Be sure to read these explanations.

This symbol indicates information or preparations required prior to operating.

Note

Indicates supplementary explanations of the machine's functions, and instructions on resolving user errors.

Reference

This symbol is located at the end of sections. It indicates where you can find further relevant information.

[ ]

Indicates the names of keys that appear on the machine's display panel.

【 】

Indicates the names of keys on the machine's control panel.

Names of Major Options

Major options of this machine are referred to as follows in this manual:

- Auto Document Feeder → ADF
- Auto Document Feeder capable of scanning both sides of a sheet → ARDF

1. When the Machine Does Not Operate as Wanted

This section explains basic troubleshooting procedures that are applicable to all functions of this machine.

Indicators

This section explains symbols displayed when the machine requires the user to remove misfed paper, add paper, or other perform other procedures.

:Misfeed indicator	Appears when a misfeed occurs. See p.115 “Clearing Misfeeds”.
: Add Paper indicator	Appears when paper-out condition occurs. See p.71 “Loading Paper”.
: Add Ink indicator	Lit when ink is running low. See p.90 “Handling Print Cartridges”.

When the Function Status Indicator Lights Up in Red

If a function key is lit in red, press the key to switch to the screen for the corresponding function, and then follow the message that appears.

Problem	Cause	Solution
Documents and reports do not print out.	There is no copy paper left.	Add more paper. See p.71 “Loading Paper”.
An error has occurred.	There is a problem with the function whose key is lit red.	Record the code number shown in the display and contact your service representative. See “When A Message Displayed” of each chapter. Other functions are available normally.
The machine is unable to connect to the network.	A network error has occurred.	• Check the displayed message and take an appropriate action. See “When A Message Displayed” of each chapter. • Check that the machine is correctly connected to the network, and that the machine is correctly set. See “Network Settings”, General Settings Guide. • Contact the administrator. • When the function key is still lit in red, even if you take the measures above, contact your service representative.

Note

❒ If an error occurs in the function you are using, check the message that appears on the control panel, and then refer to “When a Message is Displayed” for the relevant function.

Reference

p.11 “Troubleshooting When Using the Copy Function”.

p.21 “Troubleshooting When Using the Facsimile Function”.

p.39 “Troubleshooting When Using the Printer Function”.

p.59 “Troubleshooting When Using the Scanner Function”.

When You Have Problems Operating the Machine

The following chart gives explanations of common problems and messages. If other messages appear, follow the instructions displayed.

Problem	Cause	Solution
"Please wait." appears.	This message appears when you turn on the operation switch.	If the machine does not get started within 2 minutes, contact your service representative.
"Please wait." appears on the display.	If the machine has not been in use for a long time, it may take longer than normal to print or start up when switched on.	Wait for about 10 minutes.
Although the copier screen appears when the machine is turned on using the main power switch, it cannot be switched to another screen by pressing the 【Facsimile】 or 【Scanner】 key.	Functions other than the copier function are not yet ready.	Wait a little longer.
The machine has just been turned on and the User Tools screen is displayed, but the User Tools menu has items missing.	Functions other than the copier function are not yet ready. Time required varies by function. Functions appear in the User Tools menu when they become ready for use.	Wait a little longer.
The display is difficult to see.	Screen contrast is not adjusted.	Set the screen contrast knob to the light position to see the display panel properly. See "Display Contrast", General Settings Guide.
The display is off.	The operation switch is turned off.	Turn on the operation switch.
Nothing happens when the operation switch is turned on.	The main power switch is turned off.	Turn on the main power switch.
The main power indicator continues blinking and does not turn off when pressed.	This occurs in the following cases: • The exposure glass cover, ADF, or ARDF is open. • The machine is communicating with external equipment. • The hard disk is active. • The facsimile unit is installed in the machine and the direct-dial function is being used.	Close the exposure glass cover, ADF, or ARDF. and check if the machine is communicating with a computer.

Problem	Cause	Solution
"Adjusting..." appears.	• The machine is performing image adjustment operations. • The machine is cleaning its print head.	The machine may perform periodic maintenance during operations. The frequency and duration of maintenance depends on the humidity, temperature, and printing factors such as number of prints, paper size, and paper type. Wait for the machine to get ready.
Original images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load paper correctly. Load paper into the paper tray with the print side down, and into the bypass tray with the print side up. See p.74 "Orientation-Fixed Paper or Two-Sided Paper".
Misfeeds occur frequently.	The tray's side fences may not be locked.	Check the side fences are locked. See p.76 "Changing the Paper Size".
Misfeeds occur frequently.	The tray's end fence may not be set properly.	Check the end fence is set properly. See p.76 "Changing the Paper Size".
Misfeeds occur frequently.	Paper of an unrecognizable size has been loaded.	If you load paper of an unrecognizable size, specify the paper size in "Paper Size". See "Tray Paper Size: Tray1","Tray Paper Size: Tray2-3", "General Settings Guide and Copy Paper", About This Machine.
Misfeeds occur frequently.	You may have loaded paper of a size not shown on the paper size selector.	Use Tray Paper Settings to set the paper size. See "Tray Paper Settings", General Settings Guide.
An error message remains, even if misfed paper is removed.	When a misfeed message appears, it remains until you open and close the cover as required. Paper is still jammed in the tray.	Clear misfed paper, and then open and close the front cover. See p.115 "Removing Jammed Paper".
After you change a consumable or clear a paper jam, the machine may not switch back to the screen for the function being used.	If the optional hard disk is not installed, depending on the type of key card, the machine may not automatically switch back to the screen for the function being used after you change a consumable or clear a paper jam.	Press the 【Start】 key.
Print is disabled.	Ink has run out.	Both Black & White and Colour Print is disabled if only one of the four ink colours runs out. Replace the print cartridge before this happens.

Problem	Cause	Solution
Cannot print in duplex mode.	No hard disk drive is mounted on your machine.	Duplex copying requires the optional hard disk drive. See "Functions Requiring Optional Configurations", Copy Reference.
Cannot print in duplex mode.	You cannot use paper in Bypass Tray, One-Sheet Bypass Tray for duplex printing.	For duplex printing, select Tray 1-3 in the copier mode or with the printer driver.
Cannot print in duplex mode.	**[1 Sided]** is selected for "Paper Type".	Select **[On]** or "Paper Type". See "Paper Type: Paper Tray1-3", General Settings Guide.
Cannot print in duplex mode.	You cannot select duplex printing if the paper type is set to **[Label Paper]**, **[OHP (Transparency)]**, **[Thick Paper]**, **[Envelope]**, **[Postcard]**, or **[Inkjet Postcard]**.	Select a paper type that allows duplex printing. See "Paper Type: Paper Tray1-3", General Settings Guide.
The user code entry screen is displayed.	Users are restricted by user management.	Enter the user code (up to eight digits), and then press **[#]**.
The Authentication screen appears.	Basic Authentication, Windows Authentication, LDAP Authentication or Integration Server Authentication is set.	Enter your login user name and user password. See "When the Authentication Screen is Displayed", About This Machine.
The "`Temperature Alert. Turn main power off, adjust room temp. and wait a while before restarting.`"message appears, and print is disabled.	The temperature inside the printer is too high or too low.	Locate the printer in an environment where the temperature remains between 10 and 32°C. See p.119 "Where to Put Your Machine".
"`You do not have privileges to use this function.`" is displayed.	The use of the function is restricted to authenticated users only.	Contact the administrator.
Authentication failed.	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
Authentication failed.	Cannot access the authentication server when using Windows authentication , LDAP Authentication, or Integration Server Authentication.	Contact the administrator.

Note

❒ If you cannot make copies as you want because of paper type, paper size, or paper capacity problems, use recommended paper. See "Copy Paper", About This Machine.

When a Job is Not Performed

You might not be able to perform a function if the machine is busy with another function.

If this appears to be the case, stop any active function, and then try performing the required function again. In some cases, you can carry out another job (copier, facsimile, printer scanner) without canceling the current job being performed. Performing multiple functions simultaneously like this is called "Multi-accessing".

Function compatibility

Mode after you select / Mode before you select			Copy		Facsimile						Printer			Scanner	
						Transmission			Reception			Print			
			Using the control panel	Copying	Transmission Operation	Scanning An Original for Memory Transmission	Memory Transmission	Immediate Transmission	Memory Reception	Printing Received Data	Receive Data	Printing	Sort Print	Using the control panel	Scanning
Copy	Using the control panel		×	×	●	●	○	●	○	○	○	○	○	●	●
	Copying		×	×	●	● *1	○	● *1	○	○	○	○	○	●	● *1
Facsimile	Transmission Operation		●	●	×	×	○	×	○	○	○	○	○	●	●
	Transmission	Scanning An Original for Memory Transmission	×	×	×	×	○	×	○	○	○	○	○	×	×
		Memory Transmission	○	○	○	○	×	×	×	○	○	○	○	○	○
		Immediate Transmission	×	×	×	×	×	×	×	○	○	○	○	×	×
	Reception	Memory Reception	○	○	○	○	×	×	×	○	○	○	○	○	○
		Printing Received Data	○	○	○	○	○ *2	○ *2	○ *2	×	○	○	○	○	○
Printer	Receive Data		○	○	○	○	○	○	○	○	△	△	△	○	○
	Print	Printing	○	○	○	○	○	○	○	○	○	△	△	○	○
		Sort Print	○	○	○	○	○	○	○	○	○	△	△	○	○
Scanner		Using the control panel	●	●	●	●	○	●	○	○	○	○	○	×	×
		Scanning	●	● *1	●	● *1	○	● *1	○	○	○	○	○	×	×

○…means that these functions can be used together.

●…means that you can interrupt the current job with Function keys to proceed to a subsequent job.

△…means that another job will automatically start after the current job is finished.

×…means that you must manually start another job after the current job is finished (i.e., these functions cannot be used together).

*1 You can scan a document once the preceding job documents are all scanned.

*2 During parallel reception, any subsequent job is suspended until reception is completed.

Note

❒ If the machine is capable of executing multiple functions simultaneously, specify which function should have priority in "Print Priority". This setting is factory-preset to "Display mode". For setting of Printing Priority Function, see "Print Priority", General Settings Guide.

❒ While printing is in progress, scanning a document using another function may take more time.

2. Troubleshooting When Using the Copy Function

This section explains likely causes of and possible solutions for copier function problems.

When a Message Appears

This section explains the machine's main messages. If other messages appear, follow the instructions they contain.

Important

❒ For messages that are not listed here, see "When You Have Problems Operating the Machine".

Message	Cause	Solution
Cannot detect original size	Improper original is placed.	Select paper manually, not in Auto Paper Select mode, and do not use Auto Reduce/Enlarge function. See "Sizes difficult to detect", Copy Reference.
Cannot detect original size	Improper original is placed.	Place the original on the exposure glass. See "Placing the Exposure Glass" and "Sizes difficult to detect", Copy Reference.
Cannot detect original size	Original is not placed.	Place your originals.
Check original orientation	Original is not placed in a proper orientation.	Change the orientation of the original.
Check paper size	Improper paper size is set.	If you press the 【Start】 key, copy will start onto the selected paper.
Rotate Sort is unavailable with this paper size	A size of paper for which Rotate Sort is not available is selected.	Select the proper paper size. See "Sort", Copy Reference.
Cannot dup. copy this size	A paper size not available in Duplex mode has been selected.	The following paper sizes are available for Duplex mode: A3□, B4□, A4▯□, B5▯□, A5▯□, 11"×17"□, 8 1/2"×14"□, 8 1/2"×11"▯□, 7 1/4"×10 1/2"□, 8"×13"□, 8 1/2"×13"□, 8 1/4"×13"□ 8K□, 16K▯□. Select one of these sizes.
Max. number of sets is nn	The number of copies exceeds the maximum copy quantity.	You can change the maximum copy quantity. See "Max. Number of Sets", General Settings Guide.

Message	Cause	Solution
Cannot copy. Original is being scanned by another function.	Scanner function is in use.	Cancel the current scan job. To do this, press the **【Clear/ Stop】** key on the scanner screen to display the message "Clear/Stop key was pressed. Stop scanning?", and then press **[Stop]**.
You do not have privileges to use this function.	The use of this function is restricted to authentified users only.	Contact the administrator.
Authentication failed.	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
Authentication failed.	Cannot access the authentication server when using Windows authentication , LDAP Authentication, or Integration Server Authentication.	Contact the administrator.

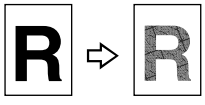
Reference
p.5 "When You Have Problems Operating the Machine"

When You Cannot Make Clear Copies

This section explains likely causes of and possible solutions for unclear copies.

Problem	Cause	Solution
Copies appear dirty.	Image density is too high.	Adjust the image density. See "Adjusting Image Density", Copy Reference.
Copies appear dirty.	**[ADS Background]** is not enabled.	Select **[Full Colour 1(Text)]** or **[Black&White 1(Text)]** for Original Type Setting of Copier Features to enable **[ADS Background]**. See "ADS Background", General Settings Guide.
Printed images contain blots or are patchy.	• The printhead can scratch paper that is too thick or thin, causing ink bleed. • Images may be too light to appear on coarse or treated paper.	Use recommended paper. See "Copy Paper", About This Machine. Contact your service representative.
Printed images contain blots or are patchy.	The envelope lever is not correctly set.	Set the lever correctly according to the type of paper you have loaded. When printing on envelopes, lower the envelope lever. If printed images are unclear even when printing on non-envelope paper, lower the envelope lever. See "When copying onto envelopes", Copy Reference.
Printed images contain blots or are patchy.	The ink may be dry or the nozzles of the printheads may be clogged, preventing effective discharge.	If the machine has been left unused for a long time, print the nozzle check pattern and perform head cleaning, if necessary. See p.94 "Maintenance".
Printed images contain blots or are patchy.	Ink on printed surfaces is not dry.	Do not touch printed surfaces immediately after copying. OHP transparencies require more time than normal paper to dry. Remove freshly printed sheets one by one, taking care not to touch areas of print. See "Copy Paper", About This Machine.
Printed images contain blots or are patchy.	• Check the machine is set on a horizontal surface. • The machine must be placed on a stable and level surface.	Make sure the machine's environment meets requirements. See p.119 "Where to Put Your Machine".

Problem	Cause	Solution
Printed images contain blots or are patchy.	The paper is creased, curled, or has blemishes.	Smooth out the wrinkles from the paper, or replace it. See “Copy Paper”, About This Machine. If paper comes out curled, adjust the Output Tray. See “Output tray settings”, About This Machine.
Printed images contain blots or are patchy.	The paper is too thick, curled, or the print density is too high.	Lower the Envelope Lever for printing.
Printed images contain blots or are patchy.	Image density is too light.	Adjust the image density. See “Adjusting Image Density”, Copy Reference.
Printed images contain blots or are patchy.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See “Copy Paper”, About This Machine.
Image blurs or double lines appear.	The printheads are misaligned.	Adjust the head positions. If they are still misaligned, print the nozzle check test pattern, and then perform head cleaning, if necessary. See p.94 “Maintenance”.
The image is too dark or too light.	The expiration date of the print cartridge has passed.	Open the print cartridge and use it before the expiration date.
The image is too dark or too light.	The correct paper type settings are not made.	Check if paper loaded on the paper tray, bypass tray or One-Sheet Bypass Tray matching the paper type set on the control panel. See “Copy Paper”, About This Machine.
The image is too dark or too light.	The image was not printed on a suitable surface.	Before printing on special paper, check its surface carefully. Printing on non-print surfaces reduces print quality and can damage the machine's internal components. See “Copy Paper”, About This Machine.
Image is dirty or bleeds.	The paper is not loaded in the correct orientation.	Certain sizes of paper cannot be loaded lengthwise. Check the orientation of the loaded paper. See “Copy Paper”, About This Machine.
Image is dirty or bleeds.	Use of non-recommended cartridges and cartridge refill ink can result in loss of print quality and other problems.	Use manufacturer-genuine cartridges. Contact your service representative.

Problem	Cause	Solution
Image is dirty or bleeds.	Duplex copying of large, single colour or ink heavy images can result in ink leakage inside the main unit or onto the paper output roller.	We recommend single-sided copying if print images are large and single colour or ink heavy.
The reverse side of an original image is copied.	Image density is too high.	Adjust the image density. See "Adjusting Image Density", Copy Reference.
A shadow appears on copies if you use pasted originals.	Image density is too high.	Adjust the image density. See "Adjusting Image Density", Copy Reference. Change the orientation of the original. Put mending tape on the pasted part.
The same copy area is dirty whenever making copies.	The exposure glass, ADF, or ARDF is dirty.	Clean them. See p.123 "Maintaining Your Machine".
Parts of images are not copied.	The original is not set correctly.	Set originals correctly. See "Copy Paper" About This Machine.
Parts of images are not copied.	The correct paper size is not selected.	Select the proper paper size.
Images appear only partially coloured.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Coloured lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See p.123 "Maintaining Your Machine".
White lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See p.123 "Maintaining Your Machine".
White lines appear.	A nozzle might be misfiring.	Print the test pattern to check whether a nozzle is misfiring. Perform head cleaning, if necessary. See p.94 "Maintenance".
Copies are blank.	The original is not set correctly.	When using the exposure glass, face the originals down. When using the ADF, or ARDF face them up.
A moiré pattern is produced on copies. 	Your original has a dot pattern image or many lines.	Place the original on the exposure glass at a slight angle.

Problem	Cause	Solution
Black spots appear on the copy of a photographic print.	Because of high humidity, the photographic print has stuck to the exposure glass.	Place the print on the exposure glass in either of the following ways: • Place an OHP transparency on the exposure glass, and then place the print on top of the OHP transparency. • Place the print on the exposure glass, and then place two or three sheets of white paper on top of it. Leave the exposure glass cover, ADF, or ARDF open when copying.

When You Cannot Make Copies as Wanted

This section explains causes and remedies when copy results are not as expected.

❖ Basic

Problem	Cause	Solution
Printing does not start.	The cover of One-Sheet Bypass Tray or One-Sheet output Tray is open.	Check that the cover of One-Sheet Bypass Tray or One-Sheet output Tray is properly closed.
Printing does not start.	There is paper remaining in the One-Sheet output Tray.	Remove any paper left in the One-Sheet output Tray.
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray or bypass tray. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Use recommended paper. Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	Printed paper is used.	Use recommended paper. Do not reuse copy paper that has been already copied or printed onto. See "Copy Paper", About This Machine.
Copy paper becomes creased.	The paper is damp.	Use paper which has been stored at the right temperature and humidity condition. See "Copy Paper", About This Machine.
Copy paper becomes creased.	Paper is too thin.	Use recommended paper. See "Copy Paper", About This Machine.
You cannot combine several functions.	Selected functions cannot be used together.	Check the combination of functions and make the settings again. See "Combination Chart", Copy Reference.

Problem	Cause	Solution
The copy is grayed out or a text pattern appears in the background of the copy.	You have copied a copy-guarded document protected from unauthorized copying.	Check the document. See "Using **[Data Security for Copying]** ", Printer Reference.
Print is slanted.	The side fences in the paper feed tray is not locked.	Make sure the side fence is locked. See p.76 "Changing the Paper Size".
Print is slanted.	The paper is feeding in at a slant.	Load the paper correctly. See p.71 "Loading Paper".
Print is slanted.	The front cover is open.	Make sure the right and lower right covers are properly closed.

❖ Combine

Problem	Cause	Solution
When using Combine, parts of the image are not copied.	You specified a reproduction ratio that does not match the sizes of your originals and copy paper.	When you specify a reproduction ratio using Manual Paper Select mode, make sure that the ratio matches your originals and the copy paper. (Select the correct reproduction ratio before using Combine mode.)
Copies are not in correct order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF, or ARDF, the last page should be on the bottom. If you place an original on the exposure glass, start with the first page to be copied.

❖ Duplex

Problem	Cause	Solution
Cannot print in duplex mode.	You may have loaded paper on the bypass tray, or One-Sheet Bypass Tray.	Remove paper loaded on the bypass tray, or One-Sheet Bypass Tray. Load paper in another tray.
Cannot print in duplex mode.	You have loaded paper exceeding 90 g/m^2.	Change the paper.
Cannot print in duplex mode.	You have selected a tray which is set to **[Off]** in **[Tray Paper Settings]** in **[System Settings]**.	Set the tray to **[On]** in **[Tray Paper Settings]** in **[System Settings]**. See "System Settings", General Settings Guide.
Copies are not in duplex order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF, or ARDF, the last page should be on the bottom. If you place an original on the exposure glass, start with the first page to be copied.
When using Duplex, copy is made Top to Bottom even though **[Top to Top]** is selected.	You placed the originals in the wrong orientation.	Place the original in the correct orientation. See "Original Orientation", Copy Reference.

When Memory is Full

This section explains likely causes of and possible solutions for problems related to full memory.

Message	Cause	Solution
`Memory is full. [Print] scanned orig., [Clear] to cancel/clear memory.`	The scanned originals exceeds the number of pages that can be stored in memory.	Press **[Print]** to copy scanned originals and cancel the scanning data. Press **[Clear]** to cancel the scanning data and not copy.
`Press [Resume] to scan and copy remaining originals.`	The machine checked if the remaining originals should be copied, after the scanned original has been printed.	To continue copying, remove all copies, and then press **[Resume]**. To stop copying, press **[Stop]**.

3. Troubleshooting When Using the Facsimile Function

This chapter explains likely causes of and possible solutions for facsimile function problems.

Adjusting the Volume

The following describes how to adjust the volume.

You can change the volume of the following sounds that the machine makes.

❖ **On Hook Mode**
Heard when the 【**On Hook Dial**】 key is pressed.

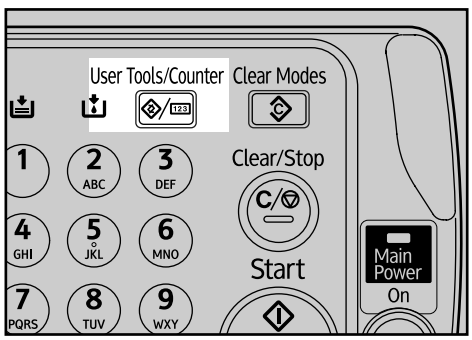
❖ **At Transmission**
Heard when immediate transmission is performed.

❖ **At Reception**
Heard when the machine receives a document.

❖ **At Dialing**
Heard after pressing the 【**Start**】 key, until the line connects to the destination.

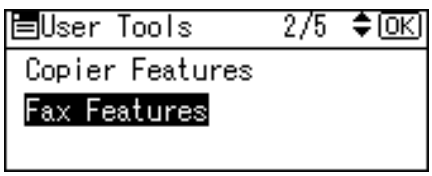
❖ **At Printing**
Heard when a received document is printed

1 **Press the 【User Tools/Counter】 key.**

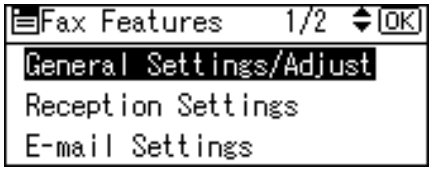


AMA049S

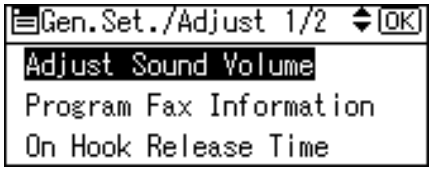
2 **Select [Fax Features] using 【▲】 or 【▼】, and then press the 【OK】 key.**



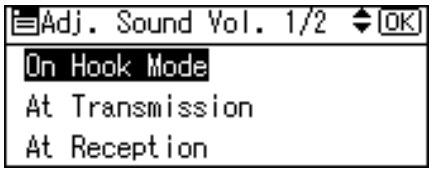
3 **Select [General Settings/Adjust] using [▲] or [▼], and then press the [OK] key.**



4 **Select [Adjust Sound Volume] using [▲] or [▼], and then press the [OK] key.**



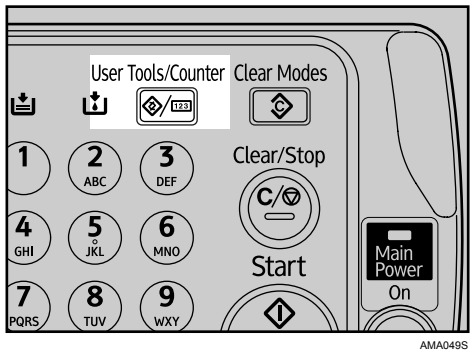
5 **Select the item you want to adjust using [▲] or [▼], and then press the [OK] key.**



6 **Select the volume using [◄] or [►], and then press the [OK] key.**

Press the **[Escape]** key to cancel setting and the display returns to that of step **5**.

7 **Press the [User Tools/Counter] key.**



The standby display appears.

Note

❒ You can adjust the On Hook volume when you press the 【**On Hook Dial**】 key. See "On Hook Dial", Facsimile Reference.

❒ If the extended security function prevents you changing this setting, contact the administrator.

❒ You can set the volume level to between 1 and 7.

When a Message Appears

This section explains the machine's main messages. If other messages appear, follow their instructions.

Message	Cause	Solution
Error occurred, and trans. was cancelled.	A document jam occurred during Immediate Transmission. There may be a problem with the machine or the telephone line (for example noise or cross talk).	Press **[Exit]**, and then resend the pages that have not been sent. If the error reoccurs frequently, contact your service representative.
Put original back, check it and press Start key.	Original jammed during Memory Transmission.	Place originals that have not been scanned on the exposure glass, ADF, or ARDF again.
Cannot detect original size. Place original again, then press Start key.	The machine failed to detect the size of the original.	Place original again, and then press 【**Start**】 key.
Func. Problems Data will be initialized.	There is a problem with the fax.	Record the code number shown in the display and contact your service representative. Other functions can be used.
Cannot send fax as scanner is in use by another function.	The machine is scanning an original under another function.	Before sending the fax, cancel the current scan job under the other function. To do this, press the 【**Clear/Stop**】 key on the control panel to display the message "Clear/Stop key was pressed. Stop scanning?", and then press **[Stop]**.
Updating destination list. Reselect destination(s) or sender's name later.	The destination list is being updated from the network using SmartDeviceMonitor for Admin or Web Image Monitor. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operation is not possible while this message is displayed.	Wait until the message disappears. Do not switch off the power while this message is displayed.
You do not have privileges to use this function.	Use of this function is restricted.	Contact the administrator.
Authentication failed.	Wrong login user name or password.	Confirm correct login user name or password.

Message	Cause	Solution
Authentication failed.	Authentication is not possible from this machine.	Contact the administrator.
Connection with LDAP server has failed. Check the server status.	A network error has occurred and connection has failed.	Try the operation once more. If the message is still shown, the network may be crowded. Check the information of **[System Settings]**. See "System Settings", General Settings Guide.
LDAP server auth. has failed. Check the settings.	The entered user name or password does not match that specified for LDAP authentication.	Make settings correctly for the user name and the password for LDAP server authentication.
Exceeded max. number of search results which can be displayed. Max.: nnn (A figure is placed at n.)	The number of search results has exceeded the maximum number of items that can be displayed.	Search again after changing the search conditions.
LDAP server search timed out. Check the server status.	A network error has occurred and connection has failed.	Try the operation once more. If the message is still shown, the network may be crowded. Check the information of **[System Settings]**. See "System Settings", General Settings Guide.
Specified group contains some invalid dest. Do you want to select only valid dest.?	The specified group contains some destinations for sending by e-mail and some destinations for sending by Scan to Folder.	To select destinations for sending by email, press **[Select]** for the message displayed on the e-mail screen. To select destination for sending by Scan to Folder, press **[Select]** for the message displayed on the Scan to Folder screen.
Entered path is not correct. Please re-enter.	The name of the computer or folder entered as the destination is wrong.	Check whether the computer name and the folder name for the destination are correct.
Sender's name is not selected. Specify sender's name.	The sender has not been specified.	A sender's name should be specified before sending e-mail. Send e-mail after specifying the sender's name.
E-mail address entered is incorrect. Please re-enter.	The entered e-mail address is wrong.	Make sure the e-mail address is correct, and then enter it again.

Message	Cause	Solution
Check whether there are any network problems. 【13-10】	The alias telephone number you entered is already registered on the gatekeeper by another device.	• Check the alias telephone number is correctly programmed using the Web Image Monitor. See the Web Image Monitor's Help. • Contact the administrator.
Check whether there are any network problems. 【13-11】	Cannot access gatekeeper.	• Use your Web Image Monitor to check the gatekeeper address is correctly programmed. See the Web Image Monitor's Help. • Contact the administrator.
Check whether there are any network problems. 【13-17】	Registering of user name is rejected by SIP server.	• Use your Web Image Monitor to check the SIP server address and user name are correctly programmed. See the Web Image Monitor's Help. • Contact the administrator.
Check whether there are any network problems. 【13-18】	Cannot access SIP server.	• Use your Web Image Monitor to check the SIP server address is correctly programmed. See the Web Image Monitor's Help. • Contact the administrator.
Check whether there are any network problems. 【14-01】	Cannot find the DNS server, SMTP Server or folder for forwarding.	• Check that the DNS server IPv4 address is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help. • Check that the host name or IPv4 address of the SMTP server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help. • Check that the SMTP server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help. • Check that the folder for transfer is correctly specified. • Check that the computer in which the folder for transfer is specified is operating correctly. • Check that the LAN cable is correctly connected to the machine. • Contact the administrator.

Message	Cause	Solution
Check whether there are any network problems. 【14-09】	E-mail transmission was refused by SMTP authentication, POP before SMTP authentication or login authentication of the computer in which the folder for transfer is specified.	• Check that the user name and password for SMTP authentication or POP before SMTP authentication are correctly programmed from File Transfer under System Settings. See "File Transfer Settings", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Check that the user name and password of the E-mail Account are correctly programmed from File Transfer under System Settings. See "File Transfer Settings", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Check that the user ID and password for the computer in which the folder for forwarding is specified are correctly programmed. • Check that the folder for forwarding is correctly specified. • Check that the computer in which the folder for forwarding is specified is correctly operated. • Contact the administrator.
Check whether there are any network problems. 【14-33】	No machine's e-mail address is programmed.	• Check that the machine e-mail address is correctly programmed from File Transfer under System Settings. See "File Transfer Settings", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the administrator.
Check whether there are any network problems. 【15-01】	No POP3/IMAP4 server address is programmed.	• Check that the host name or IPv4 address of the POP3/IMAP4 server is correctly programmed using the Web Image Monitor. See the Web Image Monitor's Help. • Contact the administrator.

Message	Cause	Solution
Check whether there are any network problems. 【15-02】	Cannot log on to the POP3/IMAP4 server.	• Check that the user name and password of the E-mail Account are correctly programmed using File Transfer under System Settings. See "File Transfer Settings", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the administrator.
Check whether there are any network problems. 【15-03】	No machine e-mail address is programmed.	• Check that the machine e-mail address is correctly programmed using File Transfer under System Settings. See "File Transfer Settings", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.
Check whether there are any network problems. 【15-11】	Cannot find the DNS server or POP3/IMAP4 server.	• Check that the DNS server IPv4 address is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help. • Check that the DNS server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help. • Check that the host name or IPv4 address of the POP3/IMAP4 server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help. • Check that the POP3/IMAP4 server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help. • Check that the LAN cable is correctly connected to the machine. • Contact the administrator.

Message	Cause	Solution
Check whether there are any network problems. 【15-12】	Cannot log on to the POP3/IMAP4 server.	• Check that the user name and password of the E-mail Account are correctly programmed from File Transfer under System Settings. See "File Transfer Settings", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Check that the user name and password for POP before SMTP authentication are correctly programmed from File Transfer under System Settings. See "File Transfer Settings",General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the administrator.

Note

❒ If the "Check whether there are any network problems." message appears, the machine is not correctly connected to the network or the settings of the machine are not correct. If you do not need to connect to a network, you can specify the setting so this message is not displayed, and then the **【Facsimile】** key no longer lights. See "Parameter Settings", General Settings Guide. If you reconnect the machine to the network, be sure to set "Display" with User Parameters.

❒ If the paper tray runs out of paper, "Out of paper. Load it, then press [Exit]." appears on the display, asking you to add more paper. If there is paper left in the other trays, you can receive documents as usual, even if the message appears on the display. You can turn this function on or off with "Parameter Settings". See "Parameter Setting", General Settings Guide.

When You Cannot Send or Receive Fax Messages as Wanted

This section explains likely causes of and possible solutions for transmission and reception-related problems.

❖ Transmission/Reception

Problem	Cause	Solution
Both transmission and receiving are impossible.	The modular cable may be disconnected.	Make sure that the modular cord is correctly connected. See "Connecting the Machine to a Telephone Line and Telephone", General Settings Guide.

❖ Transmission

Problem	Cause	Solution
Document appears blank at the other end.	The original was placed upside down.	Place it correctly. See "Placing Originals", Copy Reference.
Transmission failed due to "maximum e-mail size" error.	If the e-mail size specified on the machine is too large, the Internet Fax document cannot be sent.	Set Max. E-mail Size to **[Off]**, or set the maximum email size to a larger value. Then, re-send the document. See "Maximum E-mail Size", General Settings Guide.
When using On Hook Dial or Manual Dial, "Receiving..." appears and transmission is not allowed.	If the machine fails to detect the size of the original when the **【Start】** key is pressed, it performs a receiving operation.	Press **[Original Size:]**, select the scan area, and then resend the document. If you use On Hook Dial or Manual Dial frequently, it is recommended that you set "Receive documents by pressing the **【Start】** key when originals are not set." to "Off" in User Parameters. If this is set to "Off", when using Manual Dial you cannot receive by pressing the **【Start】** key. See "Parameter Settings", General Settings Guide.
LAN-Fax Driver does not work.	The entered login user name, login password, or driver encryption key is incorrect.	Check your login user name, login password, or driver encryption key, and enter them correctly. Contact the administrator.
LAN-Fax Driver does not work.	A high security level is set by the extended security function.	Contact the administrator.
To cancel a Memory Transmission.	-	If the original is being scanned, press **【Clear/Stop】** key. See "Canceling a Transmission", Facsimile Reference.

Problem	Cause	Solution
To cancel a Memory Transmission.	-	If the original is being sent or if it is in standby, press 【Clear/Stop】 key. See "Canceling a Transmission", Facsimile Reference.
To cancel an Immediate Transmission.	-	Press 【Clear/Stop】 key. See "Canceling a Transmission", Facsimile Reference.
Although a group specification was set for the following, reception was not possible. Forwarding, Forwarding of Special Sender, Email TX Result,routing email received via SMTP.	The number of specified destinations exceeds the maximum number that can be specified as a group.	A maximum of 100 parties can be specified for a group. Check if there are over the specified numbers registered in the address book. If a group was registered in another group, transmission is canceled but an error message does not appear. See "Registering a Names to a Group", General Settings Guide.

❖ Reception

Problem	Cause	Solution
The machine failed to print received fax documents.	If this happened when the Receive File indicator was lit, low paper may have caused printing to stop.	Load paper into the tray. See "Substitute Reception", Facsimile Reference.
The machine failed to print received fax documents.	When is lit.	Load paper into the tray. See p.71 "Loading Paper".
Receiving is impossible though transmission is possible.	The ink has run out.	Replace the print cartridge. See p.91 "Replacing Print Cartridges".

❖ Printing

Problem	Cause	Solution
Printing does not start.	The cover of the One-Sheet Bypass Tray or One-Sheet output Tray is open.	Check that the cover of One-Sheet Bypass Tray or One-Sheet output Tray is properly closed.
Printing does not start.	There is paper left in the One-Sheet output Tray.	Remove any paper left in the One-Sheet output Tray.
Print is slanted.	The tray's side fences may not be locked.	Check the side fences are locked. See p.76 "Changing the Paper Size".
Print is slanted.	The paper is feeding in at a slant.	Load the paper correctly. See p.71 "Loading Paper".
Print is slanted.	The front cover is open.	Make sure the right and lower right covers are properly closed.

Problem	Cause	Solution
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray or bypass tray. See “Copy Paper”, About This Machine.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See “Copy Paper”, About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See “Copy Paper”, About This Machine.
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Use recommended paper. Use paper that has been stored in the recommended temperature and humidity condition. See “Copy Paper”, About This Machine.
Copy paper becomes creased.	Printed paper is used.	User recommended paper. Do not reuse copy paper that has been already printed onto. See “Copy Paper”, About This Machine.
Copy paper becomes creased.	The paper is damp.	Use paper which has been stored at the right temperature and humidity condition. See “Copy Paper”, About This Machine.
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See “Copy Paper”, About This Machine.
Images appear only partially coloured.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See “Copy Paper”, About This Machine.
Coloured lines appear.	Exposure glass or scanning glass is dirty.	Clean them. See p.123 “Maintaining Your Machine”.
White lines appear.	A nozzle might be misfiring.	Print the test pattern to check whether a nozzle is misfiring. Perform head cleaning, if necessary. See p.94 “Maintenance”.
Printed images contain blots or are patchy.	The ink may be dry or the nozzles of the printheads may be clogged, preventing effective discharge.	If the machine has not been used for a long time, print the nozzle check pattern and perform head cleaning, if necessary. See p.94 “Maintenance”.

Problem	Cause	Solution
Printed images contain blots or are patchy.	Check the machine is set on a horizontal surface. The machine must be placed on a stable and level surface.	Check the environment of location to select an appropriate location. See p.119 “Where to Put Your Machine”.
Printed images contain blots or are patchy.	The paper is creased, curled, or has blemishes.	Straighten the paper if curled. Replace it if wrinkled or damaged. See “Copy Paper”, About This Machine.
Printed images contain blots or are patchy.	The paper is too thick, curled, or the print density is too high.	Lower the envelope lever for printing.
Image blurs or double lines appear.	The printheads are misaligned.	Adjust the head positions. If they are still misaligned, print the nozzle check test pattern, and then perform head cleaning, if necessary. See p.94 “Maintenance”.
The image is too dark or too light.	The expiration date of the print cartridge has passed.	Open the print cartridge and use it before the expiration date.
The image is too dark or too light.	The correct paper type settings are not made.	Check if paper loaded on the paper tray, bypass tray or One-Sheet Bypass Tray matching the paper type set on the control panel. See “Copy Paper”, About This Machine.
The image is too dark or too light.	Using print cartridges not recommended by the supplier or refilling the print cartridge may degrade the print quality or cause a malfunction.	Use only print cartridges recommended by the supplier.
The printed text or colours look different from what appears on screen.	The ink may be dry or the nozzles of the printheads may be clogged, preventing effective discharge.	If the machine has not been used for a long time, print the nozzle check pattern and perform head cleaning, if necessary. See p.94 “Maintenance”.
Background of received images appears dirty. Images from the back of the page appear.	Image density is too high.	Adjust scan density. See “Image Density (Contrast)”, Facsimile Reference.
Printed or sent images are spotty.	The exposure glass, ADF, or ARDF is dirty.	• Clean them. See p.123 “Maintaining Your Machine”. • Make sure that ink or correction fluid is dry before placing originals.
Received image is too light.	When using rough, or processed paper, areas of print may not be fully reproduced.	Only use recommended paper. See “Copy Paper”, About This Machine.

Problem	Cause	Solution
Received image is too light.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Received image is too light.	• The image density has been set too low. • The original of the transmitted fax was printed on paper that is too thin.	• Increase the scanning density.See "Image Density (Contrast)", Facsimile Reference. • Ask the sender to reprint the original on thicker paper and fax it again.

❖ Others

Problem	Cause	Solution
All fax documents stored in memory have been lost. Those documents include ones stored through Memory Transmission/Reception, Memory Lock, Substitute Reception, and Auto Document.	When about one hour passes after power to the machine is turned off, all fax documents stored in memory are lost.	If any documents have been lost for this reason, a Power Failure Report is automatically printed when the machine is turned on. If fax documents stored for Memory Transmission have been lost, check the destinations and resend the documents. If fax documents received through Memory, Memory Lock or Substitute Reception have been lost, ask the senders to resend the documents. See p.36 "Turning Off the Main Power / In the Event of Power Failure".
The following functions are not available: Forwarding,routing email received via SMTP.	This function is made unavailable by the enhanced security function.	Contact the administrator.

When Memory is Full

This section explains likely causes of and possible solutions for problems related to full memory.

Message	Cause	Solution
`Exceeded max. memory capacity. Do you want to send the scanned data?`	The memory is full.	If you press **【Exit】**, the machine returns to standby mode and starts transmitting the stored pages.

If an Error Report is Printed

An Error Report is printed if a document cannot be successfully sent or received.

Possible causes include a problem with the machine or noise on the telephone line. If an error occurs during transmission, resend the original.

If an error occurs during reception, ask the sender to resend the document.

Note

❒ If an error happens frequently, contact your service representative.

❒ The "Page" column gives the total number of pages. The "Page not sent" or "Page not received" column gives the number of pages not sent or received successfully.

❒ You can display a destination with the User Parameters. See "Parameter Settings", General Setting Guide.

❒ You can display a sender name with the User Parameters. See "Parameter Settings", General Setting Guide.

Turning Off the Main Power / In the Event of Power Failure

This section explains the machine status when the power is turned off or if the power fails.

⚠ ***CAUTION:***

- *When you disconnect the power plug from the wall outlet, always pull the plug (not the cable).*

Important

❒ Do not turn off the main power switch while the power indicator is lit or blinking. If you do, the hard disk and memory may be damaged and failure could result.

❒ Turn off the main power switch before pulling out the plug. If you pull out the plug with the switch on, the hard disk and memory may be damaged and failure could result.

❒ Make sure that 100% is shown on the display before you unplug the machine. If a lower value is shown, some data is currently present in memory.

❒ Right after a power failure, the internal battery needs to be sufficiently recharged to guard against future data loss. Keep the machine plugged in and the main power switch on for about 24 hours after the power loss.

Even if the main power switch is turned off, the contents of the machine memory (for example, programmed numbers) will not be lost. However, if power is lost for about one hour because the main power switch is turned off, there is a power cut, or the power cable is removed, contents of the Fax memory are lost. Lost items will include any fax documents stored in memory using Memory Transmission/Reception, Auto Document, Confidential Reception, Memory Lock, or Substitute Reception.

If a file was deleted from memory, a Power Failure Report is automatically printed as soon as the power is restored.

This report can be used to identify lost files. If a memory stored for Memory Transmission was lost, resend it. If a document received by Memory Reception or Substitute Reception was lost, ask the sender to resend it.

When an Error Occurs Using Internet Fax

This section explains reports that the machine sends if an Internet Fax error occurs.

Error Mail Notification

The machine sends the Error Mail Notification to the sender when it is unable to successfully receive a particular e-mail message. A "cc" of this notification is also sent to the administrator's e-mail address when one is specified.

Note

❒ You can select to send Error Mail Notification with User Parameters. See "Parameter Settings", General Setting Guide.

❒ If Error Mail Notification cannot be sent, the Error Report (E-Mail) is printed by the machine.

❒ If an error occurs when an e-mail is received via SMTP, the SMTP server sends an error e-mail to the originator of the document.

Error Report (E-Mail)

The Error Report (E-Mail) is printed by the machine when it is unable to send an Error Mail Notification.

Server-Generated Error E-mail

The transmitting server sends this error e-mail to the originator of e-mail that cannot be transmitted successfully (due to reasons such as specifying an incorrect e-mail address).

Note

❒ After a server-generated error e-mail is printed, the first page of the sent document is printed.

4. Troubleshooting When Using the Printer Function

This chapter explains likely causes of and possible solutions for printer function problems.

When a Message Appears during Installation of the Printer Driver

This section explains what to do if a message appears when installing the printer driver.

Message number 58 or 34 indicates that the printer driver cannot be installed using Auto Run. Install the printer driver using **[Add Printer]** or **[Install Printer]**.

Windows 95/98/Me, Windows 2000, Windows NT 4.0

This section explains the procedure under Windows 95/98/Me, Windows 2000, and Windows NT 4.0.

1. **On the [Start] menu, point to [Settings], and then click [Printers].**
2. **Double-click the Add Printer icon.**
3. **Follow the instructions in Add Printer Wizard.**

   If the printer driver is on a CD-ROM, the location of the RPCS printer driver is either\DRIVERS\RPCS\WIN9X_ME, \DRIVERS\RPCS\WIN2K_XP,or \DRIVERS\RPCS\NT4. If the installer starts, click **[Cancel]** to quit.

Windows XP Professional, Windows Server 2003

This section explains the procedure under Windows XP Professional and Windows Server 2003.

1. **On the [Start] menu, click [Printers and Faxes].**
2. **Click [Add a printer].**
3. **Follow the instructions in Add Printer Wizard.**

   If the printer driver is on a CD-ROM, the location of the RPCS printer driver is \DRIVERS\RPCS\WIN2K_XP. If the installer starts, click **[Cancel]** to quit.

Windows XP Home Edition

This section explains the procedure under Windows XP Home Edition.

1. **On the [Start] menu, click [Printers and Faxes].**
2. **Click [Add a Printer].**
3. **Follow the instructions in Add Printer Wizard.**

   If the printer driver is on a CD-ROM, the location of the RPCS printer driver is \DRIVERS\RPCS\WIN2K_XP. If the installer starts, click **[Cancel]** to quit.

When a Message Appears

This section describes the principal messages that appear on the panel display. If a message not described here appears, act according to the message.

Reference

Before turning the main power off, see "Turning On/Off the Power", About This Machine.

Status Messages

This section describes the machine status messages.

Message	Problem
Ready	This is the default ready message. The machine is ready for use. No action is required.
Printing...	The machine is printing. Wait a while.
Waiting...	The machine is waiting for the next data to print. Wait a while.
Offline	The machine is offline. To start printing, switch the machine online by pressing 【Online】 Key.
Please wait.	This message may appear for a few seconds. It means the machine is initializing, replenishing ink, or executing maintenance operations. Wait a while.
Resetting Job...	The machine is resetting the print job. Wait until "Ready" appears on the display panel.
Setting change...	The machine is setting changing. Wait a while.
Hex Dump Mode	In the Hex Dump mode, the machine receives data in hexadecimal format. Turn off the machine after printing, and then turn back on.

Alert Messages

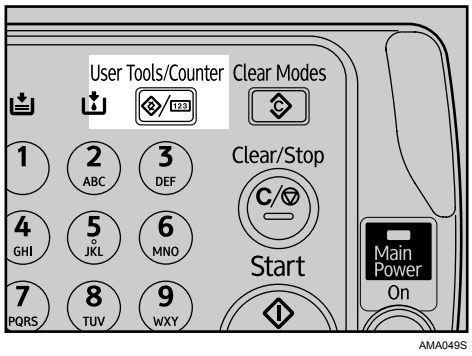
This section describes the machine alert messages.

Message	Cause	Solution
Option RAM Error	There is a problem with the RAM.	Replace the RAM.
Connect failed:IEEE802.11b / Problem:IEEE802.11b card / Problem:IEEE802.11b board	• IEEE 802.11b interface unit was not inserted when the machine was turned on, or it was pulled out after the machine turned on. • The settings are not updated although the unit is detected, or errors are found while accessing the unit.	Turn off the machine and check the IEEE 802.11b interface unit is inserted correctly. Then, turn the machine on again. If the message appears again, call your service representative.
Problem:IEEE1394 board	An error may have occurred in the IEEE 1394 board.	Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative.
HDD functional problems.	An error has occurred in the hard disk drive.	Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative.
USB Error	An error has occurred in the USB interface.	Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative.
Ethernet Board Error	An error has occurred in the Ethernet board.	Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative.
Privileges are required to use this function.	Use of this function is restricted.	Contact the administrator.
Authentication failed.	• The login user name or password entered is incorrect. • The machine currently cannot perform authentication.	• Check your login user name and password. • Contact the administrator.
Parallel I/F Error	An error has occurred in the parallel interface board.	Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative.
File System Error.	A file system error has occurred.	Check whether the selected PDF file has been corrupted.
Printer Font Error.	An error has occurred in the font settings.	Contact your service representative.

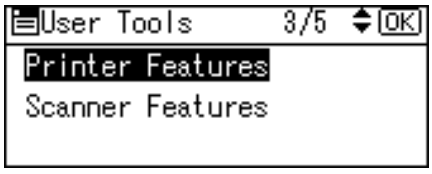
Printing the Error Log

If files could not be stored due to printing errors, identify the cause of the errors by printing the error log.

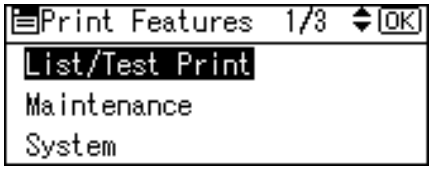
1 **Press the【User Tools/Counter】key.**



2 **Select [Printer Features] using【▲】or【▼】, and then press the【OK】key.**



3 **Select [List/Test Print] using【▲】or【▼】, and then press the【OK】key.**



4 **Select [Error Log] using【▲】or【▼】, and then press the【OK】key.**

An error log is printed.

Note

❒ The most recent 30 errors are stored in the error log. If a new error is added when there are 30 errors already stored, the oldest error is deleted. However, if the earliest error is a Sample Print, Locked Print, Hold Print, or Stored print error, it is not deleted. The error is stored separately until the number of those errors reaches 30. You can check any of these print jobs for error log information.

❒ If the main power switch is turned off, the log is deleted.

When You Cannot Print

Use the following procedures if printing does not start even after performing **[Print]**.

Problem	Cause	Solution
Printing does not start.	The cover of the One-Sheet Bypass Tray or One-Sheet output Tray is open.	Check the cover of the One-Sheet Bypass Tray or One-Sheet output Tray is properly closed.
Printing does not start.	Paper is left in the One-Sheet output Tray.	Remove paper left in the One-Sheet output Tray.
Printing does not start.	The power is off.	Check the cable is securely plugged into the power outlet and the machine. Turn on the main power switch.
Printing does not start.	The machine is set to "Offline".	Press **【Online】** key.
Printing does not start.	The cause is displayed on the display of the control panel.	Check the error message or warning status on the display panel and take the required action. See p.41 "When a Message Appears".
Printing does not start.	The Interface cable was connected after the machine was powered.	Connect the interface cable before turning on the machine.
Printing does not start.	The Interface cable is not connected correctly.	Connect the interface cable securely. If it has a fastener, fasten that securely as well. See "Connecting to the Interfaces", General Settings Guide.
Printing does not start.	The appropriate Interface cable is not used.	The type of interface cable you should use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. See "Connecting to the Interfaces", General Settings Guide.
Printing does not start.	If an extended wireless LAN is used, failure to print might result from a weak wireless signal.	To check signal status, press the **【User Tools/Counter】** key, and then press **[System Settings]** on the display panel. On the **[Interface Settings]** tab, select **[IEEE 802.11b]**, and then press **[Wireless LAN Signal]**. If signal quality is poor, move the machine to a location where radio waves can pass or remove objects that might cause interference. (You can check signal status only when using wireless LAN in the infrastructure mode.)

Problem	Cause	Solution
Printing does not start.	If the machine is operating in an extended wireless LAN SSID settings are incorrect.	Check using the machine's display panel that the SSID is correctly set. See "Network Settings", General Settings Guide.
Printing does not start.	If the machine is operating in an extended wireless LAN the receiver's MAC address may be preventing communication with the access point.	Check access point settings when in the infrastructure mode. Depending on the access point, client access may be limited by MAC address. Also, check there are no problems in transmission between access point and wired clients, and between access point and wireless clients.
Printing does not start.	The extended wireless LAN has not started.	Confirm the orange LED is lit, and the green LED is lit or blinks during transmission.
Printing does not start.	Advanced encryption has been set using the Extended Security function.	Check the settings of the Extended Security function with the administrator.
Printing does not start.	The login user name, login password, or driver encryption key is invalid.	Check the login user name, login password, or driver encryption key is correct.
Data-in lamp does not blink or light up.	If the data-in lamp is unlit or not flashing even after performing **[Print]**, the machine has not received the data.	• When the machine is connected to a computer via a cable, check the computer print port settings are correct. For how to check the print port, see "Confirming the Connection Method", Printer Reference. • When it is networked with a computer, Contact the administrator.
The status indicator of the printer is red.	The cause is displayed on the display of the control panel.	Check the error message on the display panel and take required action. See p.41 "When a Message Appears".
Updating destination list. Reselect destination(s) or sender's name later.	The destination list is being updated from the network using SmartDeviceMonitor for Admin.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.

Problem	Cause	Solution
[List/Test Print] is disabled.	A mechanical error might have occurred.	Contact your service representative. See "List/Test Print", General Settings Guide.
Printing does not start when using extended wireless LAN in Ad-hoc mode.	The correct Communication mode is not set.	Turn the main power off and back on. See "Turning On/Off the Power", About This Machine. Or, change the settings for **[System Settings]**, **[Interface Settings]** and **[Network]**. See "Network Settings", General Settings Guide.

If the printing does not start, Contact your service representative.

❖ **When the machine is connected to the computer using the interface cable**

The following shows how to check the print port when the data-in lamp does not light up or blink.

Check if the print port setting is correct. When it is connected using a parallel interface, connect it to LPT1 or LPT2.

For Windows 95/98/Me

① Click the **[Start]** button, point to **[Settings]**, and then click **[Printers]**.

② Click the icon of the machine. On the **[File]** menu, click **[Properties]**.

③ Click the **[Details]** tab.

④ In the **[Print to the following port:]** list, confirm the correct port is selected.

For Windows 2000 or Windows NT 4.0

① Click the **[Start]** button, point to **[Settings]**, and then click **[Printers]**.

② Click the icon of the machine. On the **[File]** menu, click **[Properties]**.

③ Click the **[Ports]** tab.

④ In the **[Print to the following port(s)]** list, confirm the correct port is selected.

Windows XP

① Click the **[Start]** button, and then click **[Printers and Faxes]**.

② Click the icon of the machine. On the **[File]** menu, click **[Properties]**.

③ Click the **[Ports]** tab.

④ In the **[Print to the following port(s)]** list, confirm the correct port is selected.

Windows Server 2003

① Click the **[Start]** button, point to **[Settings]**, and then click **[Printers]**.

② Click the icon of the machine. On the **[File]** menu, click **[Properties]**.

③ Click the **[Ports]** tab.

④ In the **[Print to the following port(s)]** list, confirm the correct port is selected.

Other Printing Problems

This section explains likely causes of and possible solutions for problems that can occur when printing from a computer.

Problem	Cause	Solution
The print on the entire page is faded.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
The print on the entire page is faded.	The paper is unsuitable.	Use recommended paper. (Printing on coarse or treated paper might result in faint print image.) See "Copy Paper", About This Machine.
The print on the entire page is faded.	On the printer driver, under **[Print Quality]**, **[Level Color]** is checked.	See the printer driver Help.
Printed images contain blots or are patchy.	Settings for thick paper have not been made when printing on thick paper in the bypass tray.	• PCL 5c/6 and PostScript 3 Select **[Thick]** in the **[Type:]** list on the **[Paper]** tab. • RPCS Select **[Thick]** in the **[Paper type:]** list on the **[Print Settings]** tab.
Printed images contain blots or are patchy.	• The printheads can scratch paper that is too thick or thin, resulting in ink bleed. • Printing on coarse paper or treated paper can result in faint print image.	Use supplier-recommended paper. See Contact your service representative.
Printed images contain blots or are patchy.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Printed images contain blots or are patchy.	The envelope lever setting is incorrect.	Set the lever correctly according to the type of paper you have loaded. When printing on envelopes, lower the envelope lever. If printed images are unclear even when making prints on non-envelope paper, lower the envelope lever. See "When copying onto envelopes", Copy Reference.

Problem	Cause	Solution
Printed images contain blots or are patchy.	The ink may be dry or the nozzles of the printheads may be clogged, preventing effective discharge.	If the machine has not been used for a long time, print the nozzle check pattern and perform head cleaning, if necessary. See p.94 “Maintenance”.
Printed images contain blots or are patchy.	Printed ink is not dry.	Do not touch the printing surface immediately after printing. OHP transparencies take especially long to dry. Take out paper from the main unit tray one by one , being careful not to touch the printed parts, and then allow the sheets to dry completely. See “Copy Paper”, About This Machine.
Printed images contain blots or are patchy.	Check the machine is set on a horizontal surface. The machine must be placed on a stable and level surface.	Check the environment of location to select an appropriate location. See p.119 “Where to Put Your Machine”.
Printed images contain blots or are patchy.	The paper is creased, curled, or has blemishes.	Smooth out the wrinkles from the paper, or replace it. See “Copy Paper”, About This Machine.
Printed images contain blots or are patchy.	The paper is too thick, curled, or the print density is too high.	Lower the envelope lever for printing.
Image blurs or double lines appear.	The printheads are misaligned.	Adjust the head positions. If they are still misaligned, print the nozzle check test pattern, and then perform head cleaning, if necessary. See p.94 “Maintenance”.
The image is too dark or too light.	The expiration date of the print cartridge has passed.	Open the print cartridge and use it before the expiration date.
The image is too dark or too light.	The correct paper type settings are not made.	Check if paper loaded on the paper tray, bypass tray or One-Sheet Bypass Tray matching the paper type set on the control panel. See “Copy Paper”, About This Machine.
The image is too dark or too light.	The paper is loaded reverse side up.	Before printing on special paper, check its surface carefully. Printing on non-print surfaces reduces print quality and can damage the machine's internal components. See “Copy Paper”, About This Machine.
Image is dirty or bleeds.	The printheads can scratch paper that is too thick or thin, resulting in ink bleed.	Check available paper. See “Copy Paper”, About This Machine.

Problem	Cause	Solution
Image is dirty or bleeds.	The paper is not loaded in the correct orientation.	Certain sizes of paper cannot be loaded lengthwise. Check the orientation of the loaded paper. See “Copy Paper”, About This Machine.
Image is dirty or bleeds.	Use of non-recommended cartridges and cartridge refill ink can result in loss of print quality and other problems.	Use manufacturer-genuine cartridges. Contact your service representative.
Image is dirty or bleeds.	Duplex copying of large, single colour or ink heavy images can result in ink leakage inside the main unit or onto the paper output roller.	We recommend single-sided copying if print images are large and single colour or ink heavy.
Print result differs from the display.	A non-Windows OS is being used.	Check the application supports the printer driver.
Print result differs from the display.	The printer is not selected for printing.	Use the machine's printer driver and check the machine is the designated printer. See “Setting Up the Printer Driver”, Printer Reference.
Print result differs from the display.	Data transmission failed or was cancelled during printing.	Check whether there is failed or cancelled data remaining. See “Checking the Error Log”, Printer Reference.
Characters and colours differ from the display.	The colour settings have not been correctly adjusted.	The display uses a different method of displaying colour to the printer. Use the ColourMatching function to adjust colour.
Characters and colours differ from the display.	The ink may be dry or the nozzles of the printheads may be clogged, preventing effective discharge.	If the machine has not been used for a long time, print the nozzle check pattern and perform head cleaning, if necessary. See p.94 “Maintenance”.
Characters and colours differ from the display.	The correct print colour settings are not made.	Check the colour settings of both the application and the printer driver. See the printer driver Help.
Characters and colours differ from the display.	Print resolution is not as required.	Check the resolution setting made on the printer driver's **[Print Quality]** tab. See the printer driver Help.

Problem	Cause	Solution
Characters and colours differ from the display.	The print density is too high.	Adjust the image density. See the printer driver Help.
Characters and colours differ from the display.	The loaded paper is unsuitable.	Printing on recommended paper produces better resolution. See "Copy Paper", About This Machine.
Image bleeds when rubbed.	If you are using thick paper, **[Paper type]** might not be set to **[Thick]**.	On the printer driver's **[Setup]** tab, set **[Paper type]** to **[Thick]**. See the printer driver Help.
Paper is not fed from the selected tray.	When you are using a Windows operating system, printer driver settings override those set using the display panel.	Set the desired input tray using the printer driver. See the printer driver Help.
Some types of data, such as graphics data or data from certain applications, does not print.	The correct printer driver settings are not made.	• On the **[Details...]** tab, for the **[Print priority according to selected paper]** group, select **[Quality]**, and then print. • On the **[Misc.]** tab, select **[Spool data in EMF format]**. • In the **[Change User Settings]** dialog box, on the **[Misc.]** tab, select **[Print as bitmap]**. See the printer driver Help.
Some characters are not printed or appear strange.	The correct printer driver settings are not made.	• In the **[Change User Settings]** dialog box, on the **[Misc.]** tab, select **[Change methods to extract TrueType fonts]**. • On the **[Misc.]** tab, select **[Spool data in EMF format]**. • In the **[Change User Settings]** dialog box, on the **[Misc.]** tab, select **[Print as bitmap]**. See the printer driver Help.
Some characters are not printed or appear faint.	The correct printer driver settings are not made.	• On the **[Print Quality]** tab, for the **[Print priority according to selected paper]** group, select **[Quality]**, and then print. See the printer driver Help.
Print speed or application relinquishing speed is slow.	The correct printer driver settings are not made.	• On the **[Print Quality]** tab, for the **[Print priority according to selected paper]** group, select **[Fast]**. • On the **[Misc.]** tab, select **[Spool data in EMF format]**. See the printer driver Help. Quit any other applications.
Print ends mid-job.	An error might have occurred.	Check the machine's control panel to see if an error has occurred.
Image position differs from the display.	The correct page layout settings are not made.	Check the page layout settings made using the application. See the application's Help.

Problem	Cause	Solution
Image position differs from the display.	The correct page layout settings are not made.	Check that the size of the loaded paper matches that specified in the printer driver's **[Printout paper size:]** dialog box. See the printer driver Help.
Image position differs from the display.	The envelope lever setting is incorrect.	Set the lever according to paper type. See "When copying onto envelopes", Copy Reference.
Image position differs from the display.	The printheads are misaligned.	Adjust the head positions. If they are still misaligned, print the nozzle check test pattern, and then perform head cleaning, if necessary. See p.94 "Maintenance".
Image position differs from the display.	Print position has not been adjusted.	Adjust the print position according to the paper tray. Print the test pattern and adjust the print position accordingly. See p.94 "Maintenance".
Image position is displaced.	The paper feed has not been correctly adjusted.	Print the test pattern to adjust the paper feed. See p.94 "Maintenance".
The printed image is different from the image on the computer's display.	With certain functions, such as enlargement and reduction, image layout might be different to that on the computer display.	In the application, change the layout, character size, and character settings.
The printed image is different from the image on the computer's display.	You might have selected to replace TrueType fonts with machine fonts in the printing process.	To print an image similar to that of the computer display, make settings to print TrueType fonts as an image. See the printer driver Help.
Print is slanted.	The tray's side fences might not be locked.	Check the side fences are locked. See p.76 "Changing the Paper Size".
Print is slanted.	The paper is feeding in at a slant.	Load the paper correctly. See p.71 "Loading Paper".
Print is slanted.	The front cover is open.	Make sure the right and lower right covers are properly closed.
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray or bypass tray. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.

Problem	Cause	Solution
Misfeeds occur frequently.	The paper is too thick or too thin	Use recommended paper. See “Copy Paper”, About This Machine.
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Use recommended paper. Use paper that has been stored in the recommended temperature and humidity condition. See “Copy Paper”, About This Machine.
Misfeeds occur frequently.	Printed paper is being used.	Use recommended paper. See “Copy Paper”, About This Machine.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See “Copy Paper”, About This Machine.
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See “Copy Paper”, About This Machine.
Images appear only partially coloured.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See “Copy Paper”, About This Machine.
White lines appear.	A nozzle might be misfiring.	Print the test pattern to check whether a nozzle is misfiring. Perform head cleaning, if necessary. See p.94 “Maintenance”.
Garbled characters are printed.	The correct printer language might have not been selected.	Set the correct printer language.
Images are printed in the wrong orientation.	The feed orientation you selected and the feed orientation selected in the printer driver's option setup might not be the same.	Set the machine's feed orientation and the printer driver's feed orientation accordingly. See the printer driver Help.
There is considerable delay between the print start instruction and actual printing.	“Off mode” might be set.	The machine requires time to warm up if it has been in “Off mode”. Specify “Off mode” in **[System Settings]**, **[Auto Off Timer]**.

Problem	Cause	Solution
There is considerable delay between the print start instruction and actual printing.	Processing time depends on data volume. High volume data, such as graphics-heavy documents, take longer to process.	If the data-in lamp is blinking, data has been received by the printer. Wait for a while. Making the following setting on the printer driver may reduce the computer's workload. ❖ **PCL 5c/6** Select the lower value for **[Resolution]** on the **[Print Quality]** tab in theprinter properties dialog box. ❖ **PostScript 3** Select the lower value in **[Resolution]**. The location of this setting is given below.If your operating system is Windows, select **[PostScript (optimize for speed)]** in **[PostScript Output Option]**. **[PostScript Output Option]** is located as follows: • Windows 95 / 98 / Me **[Print Quality]** tab in the printer properties dialog box. • Windows 2000 / XP, Windows 2003 Server **[PostScript Output Option]** in **[PostScript Options]** on **[Advanced...]** on **[Layout]** tab in the printing preferences dialog box. • Windows NT 4.0 **[File]** on **[Advanced...]** on **[Document Defaults]** tab in the printing preferences dialog box. • Mac OS 9.x **[Printer Specifications]** in the print dialog box. • Mac OS X **[Set 3]** tab in **[Printer Features]** in the print dialog box. If you use Windows, select **[PostScript (optimize for speed)]**. • Windows 95 / 98 / Me **[PostScript output format:]** on the **[PostScript]** tab in the printer properties dialog box. • Windows 2000 / XP, Windows Server 2003 **[PostScript Output Option]** in **[PostScript Options]** on **[Advanced...]** on **[Layout]** tab in the printing preferences dialog box. • Windows NT 4.0 **[File]** on **[Document Defaults]** on **[Advanced...]** tab in the printing preferences dialog box. ❖ **RPCS** Select the lower value for **[Resolution:]** on the **[Print Quality]** tab in the printer driver's dialog box. Select **[Fast]** for the **[Document type]** list on the **[Print Quality]** tab in the printer driver's dialog box.Select **[Fast]** for the **[Document type]** list on the **[Print Quality]** tab in the printer driver's dialog box. To enable **[Change User Settings...]**, select the **[User settings]** check box. See the printer drive Help.

Problem	Cause	Solution
Images are cut off, or excess is printed.	Paper in use may be smaller than the paper size set on the application.	Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. See the printer driver Help.
Page layout is not as expected.	Print areas differ depending on machine used. Information that fits on a single page on one machine may not fit on a single page of another machine.	Adjust the **[Printable area:]** setting in the **[Printer Configuration...]** dialog box on the **[Print Settings]** tab in the RPCS printer driver. See the printer driver Help.
Photo images are coarse.	Some applications print at lower resolution.	Use the application's settings to specify a higher resolution.
Solid lines are printed as broken lines.	Dither patterns do not match.	Make the following settings with the printer driver: • Change the **[Dithering:]** setting on the **[Image Adjustments]** tab in the **[Change User Settings...]** dialog box, on the **[Print Quality]** tab in the RPCS printer driver. See the printer driver Help.
Optional components connected to the machine are not recognized when using Windows 95 / 98 / Me, Windows 2000 / XP, Windows Server 2003, and Windows NT 4.0.	Bidirectional communication is not working.	Set up optional devices on the Properties of the printer. See the printer driver Help.
Duplex printing is malfunctioning.	Duplex printing cannot be done with paper set in the bypass tray, or One-Sheet Bypass Tray.	When using duplex printing, make settings to use paper from a tray other than the bypass tray, or One-Sheet Bypass Tray.
Duplex printing is malfunctioning.	The upper tray cannot be used as an output destination in duplex mode.	Specify another output tray.
Duplex printing is malfunctioning.	You have loaded thick paper heavier than 90g/m^2.	Specify another paper type.

Problem	Cause	Solution
Duplex printing is malfunctioning.	Duplex printing cannot be done with a tray for which **[Off]** has been specified as Paper Type on the System Settings menu.	Change the Paper Type setting for the tray to **[On]** on the System Settings menu. See “System Settings”, General Settings Guide.
Black & White Print is disabled.	You have placed OHP transparency.	Black & White Print is disabled for OHP transparency. Use different paper. See “Copy Paper”, About This Machine.
When using Windows 95 / 98 / Me / 2000 / XP, Windows Server 2003, or Windows NT 4.0, combined printing or booklet printing does not come out as expected.	The correct application or printer driver settings are not made.	Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation.
A print instruction was issued from the computer, but printing did not start.	User Authentication may have been set.	Contact the administrators.
No transmission when using 1394 interface connection.	• Interface connection has not been made. • The correct computer settings are not made.	Check using the following procedure: ① Confirm the IEEE 1394 interface cable is connected securely. ② Restart the computer. If the error occurs even after executing the above operation, proceed to the following steps. ③ Unplug the IEEE 1394 interface cable connected to the computer. ④ Run the utility tool for the IEEE 1394 interface board, which is stored in the following path on the CD-ROM “Printer Drivers and Utilities: \UTILITY\1394\ (For more information about using the utility tool for IEEE 1394, see the README file in the same directory on the CD-ROM.) ⑤ Restart the computer.
Changes to printer driver colour settings produce extreme change in print colours.	The correct printer driver settings are not made.	Make only minor adjustments to the **[Balance Adjustments]** setting on the printer driver's **[Change User Settings]** tab. The sample displayed on the printer driver gives only an indication of the adjustment, it does not give an accurate indication of the printed colour. See the printer driver Help.

Problem	Cause	Solution
Images are not printed in the specified colours.	The correct printer driver settings are not made.	If it is only one particular colour that does not print, turn off the machine's power, and then turn it back on. If the problem persists, contact your service representative.
Colour originals are printed in black and white.	No colour print settings are made on the printer driver.	• For the functional window: On the **[Setup]** tab, for **[Color/Black and White:]**, select **[Color]**. • For the custom setting: On the **[Print Settings]** tab, for **[Color/Black and White:]**, select **[Color]**. See the printer driver Help.
PDF files do not print out/cannot perform **[PDF Direct Print]**.	PDF files are password-protected.	To print password-protected PDF files, enter the password in the **[PDF Menu]** or on Web Image Monitor. • For details about **[PDF Menu]**, see "PDF Menu",General Settings Guide. • For details about Web Image Monitor, see the Web Image Monitor Help.
PDF files do not print out/cannot perform **[PDF Direct Print]**.	PDF files cannot be printed if they are print-disabled via PDF File Security.	Change the PDF File Security setting.
PDF files do not print out/cannot perform **[PDF Direct Print]**.	Depending on the compressed PDF file format, you may not be able to carry out PDF Direct Print.	For details about which compressed PDF file formats are supported, contact your service representative.
[PDF Direct Print] produces strange or malformed characters.	Fonts were not embedded.	Embed fonts in the PDF file you want to print, and then print.

Problem	Cause	Solution
Printing by Bluetooth is slow.	• The number of jobs exceeds the capacity of the machine. • A communication error might have occurred. • Occurrence of interference from IEEE802.11b (wireless LAN) devices affect communication speed. • Bluetooth transmission speeds are not high.	• Reduce the number of jobs. • Remove the machine from close proximity with IEEE802.11b wireless LAN devices. • If there are active IEEE802.11b wireless LAN devices or other Bluetooth devices nearby, relocate the machine or deactivate those devices.

If the problem cannot be solved, contact your sales or service representative.

When PictBridge Printing Does Not Work

This section explains likely causes and possible solutions for problems that can occur when PictBridge printing.

Problem	Cause	Solution
PictBridge is not available.	There is a problem with the USB connection or the PictBridge settings.	Use the following procedure to check the connection and settings: ① Disconnect and then reconnect the USB cable. ② Check the PictBridge settings are enabled. ③ Disconnect the USB cable, and then turn off the machine. Turn the machine back on. When the machine is fully booted up, reconnect the USB cable.
When two or more digital cameras are connected, the second and subsequent cameras are not recognized.	You have connected multiple digital cameras.	Connect one digital camera only. Do not connect multiple cameras.
Printing is disabled.	The number of originals exceeds the maximum number of pages that can be printed at a time.	The maximum print quantity you can specify at a time is 999. Re-specify the print quantity to 999 or less, and then retry printing.
Printing is disabled.	There is no paper of the specified size remaining.	Reload paper of the specified size. If you have to use paper that is not of the specified size, perform Form Feed. To cancel printing, perform Job Cancel.

5. Troubleshooting When Using the Scanner Function

This chapter explains likely causes of and possible solutions for scanner function problems.

When Scanning is Not Done as Expected

This section explains causes and remedies when scan results are not as expected.

Problem	Cause	Solution
Printing does not start.	The cover of One-Sheet Bypass Tray or One-Sheet output Tray is open.	Check that the cover of One-Sheet Bypass Tray or One-Sheet output Tray is properly closed.
Printing does not start.	Paper is left in the One-Sheet output Tray.	Remove the paper left in the One-Sheet output Tray.
The scanned image is dirty.	The exposure glass, scanning glass, exposure glass cover, ADF, or ARDF is dirty.	Clean these parts. See “Maintaining Your Machine”. See p.123 “Maintaining Your Machine”.
The image is distorted or out of position.	The original was moved during scanning.	Do not move the original during scanning.
The image is distorted or out of position.	The original was not pressed flat against the exposure glass.	Make sure that the original is pressed flat against the exposure glass.
The scanned image is upside down.	The original was placed upside down.	Place the original in the correct orientation. See “Placing Originals”, Copy Reference.
No image results from scanning.	The original was placed with the front and back reversed.	When the original is placed directly on the exposure glass, the side to be scanned must face down. When the original is fed via the ADF, or ARDF, the side to be scanned must face up. See “Placing Originals”, Copy Reference.
Images are scanned in rotated.	If you set the original with its upper edge backward and save full colour/grey scale images as a TIFF or JPEG file, they are scanned in rotated.	When placing a stack of originals in the ADF, place their upper edges first.
The scanned image contains white spaces.	If you scan originals using functions other than the network TWAIN scanner function, certain paper size and resolution settings may produce scanned images that are larger than the specified size because of margins being added to the sides.	Scanning at a higher resolution may reduce the margins.

When You Cannot Send Scanned Files

The following sections explain likely causes of and solutions for Network Delivery and E-mail Sending-related problems.

When You Cannot Browse the Network to Send a Scanned File

This section explains likely causes of and possible solutions for the Browser Network failing to operate when files are sent.

Problem	Cause	Solution
The network cannot be browsed when specifying the destination folder.	The following machine settings may not be correct: • IPv4 address • Subnet Mask	Check the settings. See "Network Settings ", General Settings Guide.

When the TWAIN Driver Cannot be Started

This section explains likely causes of and possible solutions for the TWAIN driver failing to operate.

Problem	Cause	Solution
The Scanner Properties dialog box cannot be displayed.	Advanced encryption has been specified in the extended security setting.	For details about the extended security setting, contact the administrator.

The Network Delivery Function Cannot be Used

This section explains likely causes of and possible solutions for the Network Delivery function failing to operate.

Problem	Cause	Solution
The network delivery function cannot be used.	The delivery software may be an old version or a security setting may be specified.	Contact the administrator.
The network delivery function cannot be used.	The network delivery function setting is not correct.	Specify it correctly. See "Settings Required to Use the Network Delivery Scanner", General Settings Guide.

Operations are Not Possible When Messages Appear

This section explains likely causes of and possible solutions for messages that appear and when the machine fails to operate.

Message	Cause	Solution
Updating destination list. Re-select destination(s) or sender's name later.	The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.	Wait until the message disappears. Do not switch off the power while this message is displayed.

When a Message is Displayed

This section explains likely causes of and possible solutions for error messages that may appear on the machine's control panel.

When a Message is Displayed on the Control Panel

This section explains causes and remedies if an error message appears on the display of the control panel.

Important

❒ If an error message that is not included in this section appears, turn off the main power switch of the machine, and then turn it on again. For information about how to turn off the main power switch, see About This Machine.

Message	Cause	Solution
Connection with LDAP server has failed. Check the server status.	A network error has occurred and connection has failed. Try the operation once more.	Try the operation once more. If the message is still shown, the network may be crowded. Check the information of System Settings. See “System Settings”, General Settings Guide.
LDAP server auth. has failed. Check the settings.	The user name and password differ from those set for LDAP Authentication.	Make settings correctly for the user name and the password for LDAP server authentication.
Destination list has been updated. Selected destinations/sender	A specified destination or sender's name was cleared when the destination list in the delivery server was updated.	Specify the destination or sender's name again.
Updating destination list has failed. Try again?	A network error has occurred.	Check whether the server is connected.
Updating destination list. Re-select destination(s) or sender's name later.	The destination list is being updated.	If a destination or sender's name was already selected, re-select it after this message disappears.

Message	Cause	Solution
Cannot detect original size Select scan size	You have loaded paper of a size not shown on the paper size selector.	• Place the original correctly. • Specify the scan size. • When placing an original directly on the exposure glass, the lifting/ lowering action of the ADF triggers the automatic original size detection process. Lift the ADF, or ARDF by more than 30 degrees. See "Placing Originals", Copy Reference.
Exceeded max. number of search results which can be displayed. Max.: nnn (A figure is placed at n.)	Search results have exceeded the max. displayable number.	Search again after changing the search conditions.
You do not have privileges to use this function.	Privileges to use this function.	Contact the administrator.
LDAP server search timed out. Check the server status.	A network error has occurred and connection has failed.	Try the operation once more. If the message is still shown, the network may be crowded. Check the information of System Settings. See "System Settings", General Settings Guide.
Specified group contains some invalid dest. Do you want to select only valid dest.?	The specified group contains some destinations for sending by e-mail and some destinations for sending by Scan to Folder.	To select destinations for sending by e-mail, press **[Select]** for the message displayed on the e-mail screen. To select destination for sending by Scan to Folder, press **[Select]** for the message displayed on the Scan to Folder screen.
Entered path is not correct. Please re-enter.	The destination computer name or folder name is invalid.	Check whether the computer name and the folder name for the destination are correct.
Exceeded max. number of alphanumeric characters.	The maximum number of specifiable alphanumeric characters of specifiable a path has been exceeded.	The maximum number of characters which can be entered for the path is 128. Check the number of character you entered, and then enter the path again. See "Transmission", Scanner Reference.

Message	Cause	Solution
Connection has failed. Check settings and check Scanned File Status.	The correct Network settings are not made.	• Check the network settings of the client computer. • Check that components such as the LAN cable are connected properly. • Check that the server settings are correct and the server is working properly.
Dest. authentication failed. Check settings and check Scanned File Status.	The entered user name or password was invalid.	• Check that the user name and password are correct. • Check that the ID and password for the destination folder are correct. • A password of 128 or more characters may not be recognized.
Sender's name is not selected. Specify sender's name.	The sender's name was not specified.	A sender's name should be specified before sending e-mail. Send e-mail after specifying the sender's name.
Exceeded max. E-mail size. Sending E-mail has been cancelled.	The maximum e-mail size has been exceeded.	• Increase the size of **[Max. E-mail Size]**. • Set **[Divide & Send E-mail]** to **[On (per page)]** or **[On (per max. size)]**. See "Send Settings", General Settings Guide.
Sending failed. Check settings and check Scanned File Status.	While a file was being sent, a network error occurred and the file could not be sent correctly.	Try the operation once more. If the message is still shown, the network may be crowded. Contact the administrator. Press the **【Job Information】** key to display the transmission results, and then check which job has not been sent. See "Checking the E-mail Results", Scanner Reference.
Sending failed due to insufficient HD mem. at destination.Check Scanned Files Status.	Transmission has failed. There was not enough free space on the hard disk of the SMTP server, FTP server, or client computer at the destination.	Allocate sufficient space.

Message	Cause	Solution
Entered protection code for dest. is incorrect. Please re-enter.	The correct protect destination code was not entered.	Make sure the protection code is correct,and then enter it again. See "Registering a Protection Code", General Settings Guide.
Password entered is not correct. Please re-enter.	The entered password was invalid.	Make settings correctly for password for authentication.
Exceeded max. number of alphanumeric characters.	The maximum enterable number of alphanumeric characters has been exceeded.	Make sure the maximum number of characters which can be entered, and then enter it again. See "Values of Various Set Items for Transmission/Delivery Function", Scanner Reference.
Authentication failed.	The entered login user name or login password is incorrect.	Check the login user name and login password.The machine is unable to authenticate. Contact the administrator.
Entered path is not correct. Please re-enter.	The entered path format is incorrect.	Confirm the destination computer and the path, and then enter it again.
Exceeded max. data size per file.Cannot scan. The scanned data will be deleted.	The number of files exceeded the maximum number possible.	Reduce the number of files and send them again.
Original is being scanned by another function.	The machine is using another function such as copying.	Retry scanning after the operation with the other function is completed.
E-mail address entered is incorrect. Please re-enter.	The entered e-mail address is incorrect.	Make sure the e-mail address is correct, and then enter it again.
Exceeded max.memory capa. Scanning will be cancelled. Scanned data will be cleared.	Because of insufficient hard disk space, the first page could not be scanned.	Try one of the following measures: • Wait for a while, and then retry the scan operation. • Reduce the scan area or scanning resolution. • Delete unneeded stored files.
Exceeded max. memory capacity. Do you want to send the scanned data?	Because there is not enough free hard disk space in the machine for storing in the Document Server, only some of the pages could be scanned.	Specify whether to use the data or not.

Message	Cause	Solution
Out of paper. Set paper on the tray.	No paper is set in the specified paper tray.	Load paper of the sizes listed in the message.
Check the resolution and reset nnn original(s) (A figure is placed at nnn.)	The scanned original exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. See "Relationship between Resolution and File Size", Scanner Reference.
Exceeded max. data capacity Check resolution and Start	The scanned data exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. See "Relationship between Resolution and File", Scanner Reference.
Exceeded max. page capacity. Do you want to send the scanned data?	The number of scanned pages exceeded maximum page capacity.	Select whether to send the data so far.
1-Sheet Bypass/1-Sheet output trays open. Cannot print.	History cannot be printed if the One-Sheet Bypass Tray cover is open.	Close tray.
No HDD available to use this function. Set TWAIN settings from the PC.	The hard disk is not installed or has a problem.	Contact the administrator.

When a Message is Displayed on the Client Computer

This section explains likely causes of and possible solutions for the main error messages displayed on the client computer when using the TWAIN driver.

Important

❒ If an error message that is not included in this section appears, turn off the main power switch of the machine, and then turn it on again. For information about how to turn off the main power switch, see About This Machine.

Message	Cause	Solution
Clear Misfeed(s) in ADF.	A paper misfeed has occurred inside the ADF, or ARDF.	Remove jammed originals, and place them again. Check whether the originals are suitable to be scanned by the machine.
Invalid Winsock version. Please use version 1.1 or higher.	You are using an invalid version of Winsock.	Install the operating system of the computer or copy Winsock from the operating system CD-ROM.
The name is already in use. Check the registered names.	You tried to register a name that is already in use.	Use another name.
Cannot detect the paper size of the original.Specify the scanning size.	The set original was misaligned.	• Place the original correctly. • Specify the scan size. • When placing an original directly on the exposure glass, the lifting/lowering action of the ADF, or ARDF triggers the automatic original size detection process. Lift the ADF by more than 30 degrees.
Cannot add any more scanning mode.	The maximum number of registerable scan modes has been exceeded.	The maximum number of modes that can be stored is 100. Delete unneeded modes.
Cannot specify any more scanning area.	The maximum number of registerable scan areas has been exceeded.	The maximum number of scanning areas that can be stored is 100. Delete unneeded scanning area.
Call Service Please call your service representative.	An unrecoverable error has occurred in the machine.	Call your service representative.

Message	Cause	Solution
Scanner is not available on the specified device.	The TWAIN scanner function cannot be used on this machine.	Contact your service representative.
Scanner is not available. Check the scanner connection status.	• The machine's main power switch is off. • The machine is not connected to the network correctly.	• Set the main power switch to "On". • Check whether the machine is connected to the network correctly. • Deselect the personal firewall function of the client computer. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Network Settings", General Settings Guide and "Using telnet", Network Guide.
No response from the scanner.	The machine is not connected to the network correctly.	Check whether the machine is connected to the network correctly.
No response from the scanner.	The network is crowded.	Wait for a while, and then try to reconnect.
Error has occurred in the scanner.	The application-specified scan conditions have exceeded the setting range of the machine.	Check whether the scanning settings made with the application exceed the setting range of the machine.
Fatal error has occurred in the scanner.	An unrecoverable error has occurred on the machine.	An unrecoverable error has occurred in the machine. Call your service representative.
Cannot connect to the scanner. Check the network Access Mask settings in User Tools.	An access mask is set.	Contact the administrator.
Scanner is not ready. Check the scanner and the options.	The ADF, or ARDF cover is open.	Check whether the ADF, or ARDF cover is closed.

Message	Cause	Solution
Insufficient memory. Reduce the scanning area.	Scanner memory is insufficient.	• Reset the scan size. • Lower the resolution. • Set with no compression. See TWAIN Driver help. The problem may be due to the following cause: • The Relationship between the Resolution and the Scanning Area" chart in Help for halftone scanning might not always apply. Scanning cannot be performed if large values are set for brightness when using halftone or high resolution.
Insufficient memory. Reduce the scanning area.	When a paper misfeed occurs in the machine during printing, scanning cannot be performed.	After the misfed paper has been removed, proceed with scanning.
Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead. (XXX and YYY indicate a scanner name.)	• The main power switch of the previously used scanner is not set to "On". • The machine is not connected to the network correctly.	• Check whether the main power switch of the scanner used for the previous scan is turned off. • Check the previously used scanner is connected to the network correctly. • Deactivate the personal firewall of the client computer. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Network Settings", General Settings Guide and "Using telnet", Network Guide. • Select the scanner used for the previous scan.
Error has occurred in the scanner driver.	An error has occurred in the driver.	• Check whether the network cable is connected correctly to the client computer. • Check whether the Ethernet board of the client computer is recognized correctly by Windows. • Check whether the client computer can use the TCP/IP protocol.

Message	Cause	Solution
Communication error has occurred on the network.	A communication error has occurred on the network.	Check whether the client computer can use the TCP/IP protocol.
Scanner is in use for other function. Please wait.	A function of the machine other than the scanner function is being used such as the copier function.	Wait for a while and reconnect.
Insufficient memory. Close all other applications, then restart scanning.	Memory is insufficient.	• Close all the unnecessary applications running on the client computer. • Uninstall the TWAIN Driver, restart the computer, and then reinstall the TWAIN Driver.
No User Code is registered. Consult your system administrator.	Access is restricted with user codes.	Contact the administrator.
Any of Login User Name, Login Password or Driver Encryption Key is incorrect.	The entered login user name, login password, or driver encryption key was invalid.	• Check the login user name, login password, and driver encryption key. • Permission to use this function has not been granted. Contact the administrator.

6. Adding Paper and Replacing Print Cartridges

This chapter explains troubleshooting procedures that are applicable to all the machine's functions.

Loading Paper

This section explains what to do when paper runs out and needs reloading.

⚠ ***CAUTION:***

- *When loading paper, take care not to trap or injure your fingers.*

Note

❒ Be sure to select the paper size with User Tools and the paper size selector. If you do not, misfeeds might occur.

❒ Straighten curled or warped paper before loading.

❒ For paper types and sizes, see "Recommended Paper Sizes and Types", About This Machine.

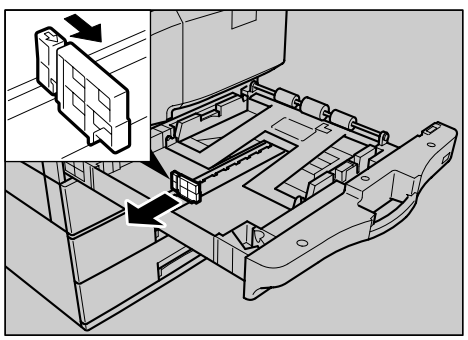
❒ To load paper in the bypass tray, See "Using the Bypass Tray", Copy Reference.

Loading Paper into the Paper Tray 1

This section explains how to load paper into the paper tray.

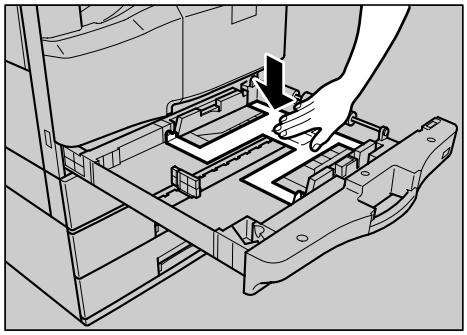
1 **Gently pull the paper tray all the way out.**

2 **Press the release lever and, without letting go of the lever, slide the end fence.**



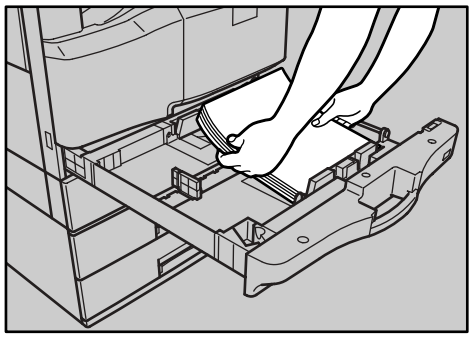
AMH001S

3 **Press the metal plate down until it clicks.**



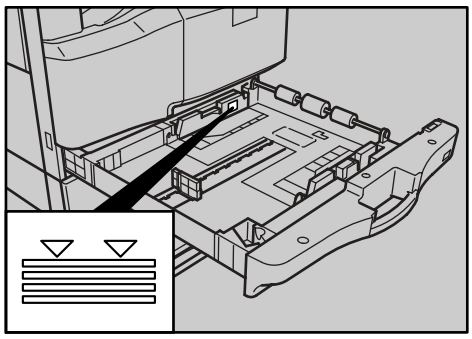
AMH002S

4 **Make sure the edges of the deck of paper are flush, and load the paper face down.**



AMH008S

Check that the top of the stack is not higher than the limit mark inside the tray.



AMH009S

5 **Position the end fence flush against the paper.**

6 **Gently push the paper tray all the way in.**

Note

❒ For details about loading paper of a size not selectable with the paper size selectors in Paper Trays 1, 2 and 3, see "Changing the Paper Size".

Reference

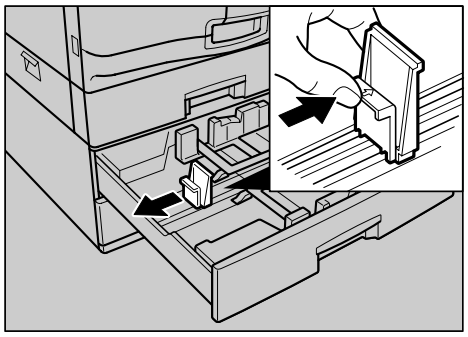
p.76 "Changing the Paper Size"

Loading Paper into the Tray 2 and 3

This section explains how to load paper in Paper Trays 2 and 3.

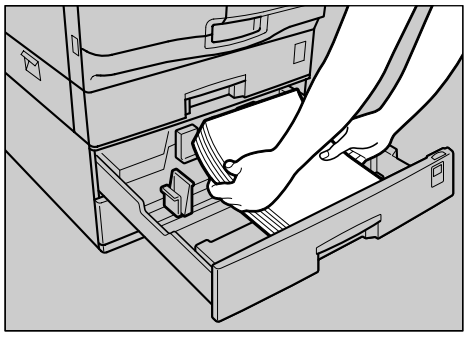
1. **Gently pull the paper tray all the way out.**

2. **Press the release lever and, without letting go of the lever, slide the end fence.**



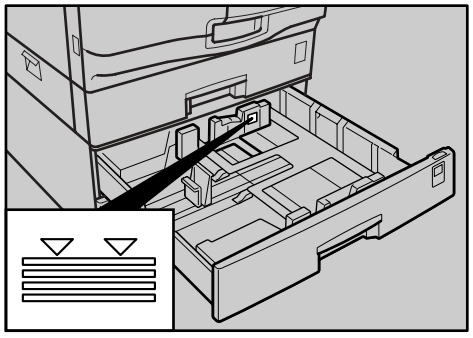
AMH003S

3. **Make sure the edges of the deck of paper are flush, and load the paper face down.**



AMH007S

Check that the top of the stack is not higher than the limit mark inside the tray.



AMH011S

4. **Position the end fence flush against the paper.**

5. **Gently push the paper tray all the way in.**

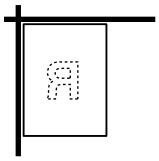
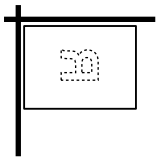
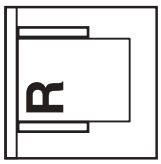
Orientation-Fixed Paper or Two-Sided Paper

The following describes paper with its orientation and printing surface specified (letterhead paper).

Orientation-fixed (top to bottom) or two-sided paper (for example, letterhead paper or copied paper) might not print correctly, depending on how the originals and paper are placed. Select **[On (Always)]** in Letterhead Setting under Copier Features, and then place the original and paper as shown below. See "Letterhead Settings", General Settings Guide.

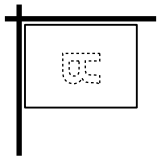
When printing with the printer function, placing orientation is the same.

❖ Original Orientation

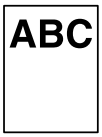
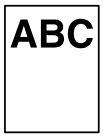
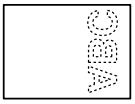
Exposure glass		ADF/ARDF	
	 *2		 *1

*1 When using Combine/Series by setting **[Always Specify]** for **[Orientation]**, specify for the original orientation.

*2 When making copies using the Two-sided function in this orientation, load originals as shown below.



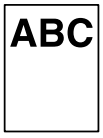
❖ Paper Orientation

Copy mode	Paper loading	Paper tray	Bypass tray *2
Paper orientation ⬜	1 sided copy		
	2 sided copy *1	 *3	
Paper orientation ⬜	1 sided copy		
	2 sided copy *1	*3	

*1 The optional duplex unit is required.

*2 When making copies using the ADF, or ARDF in the bypass tray, specify template size or **[Custom Size]** in Paper Settings. Making copies without changing the **[Auto Detect]** setting produces upside-down copies. (However, if you load paper in the bypass tray upside down, copies are in the correct orientation.)

*3 When printing on the front page.

 :Paper frontside up.

:Paper backside up.

Note

❒ In **[System Settings]**, specify Letterhead for "Paper Type" of the paper tray you want to use. See "Tray Paper Settings", General Settings Guide.

Changing the Paper Size

This section explains how to change paper sizes.

Procedures for changing the paper size differ depending on the tray (tray 1 or other optional paper tray units). Make sure you are following the appropriate procedure before you begin.

Note

- ❒ Be sure to select the paper size with User Tools and the paper size selector. If you do not, misfeeds might occur.
- ❒ Fan the paper before loading.
- ❒ Straighten curled or warped paper before loading.
- ❒ For details about paper sizes and types, see "Tray Paper Settings", General Settings Guide.

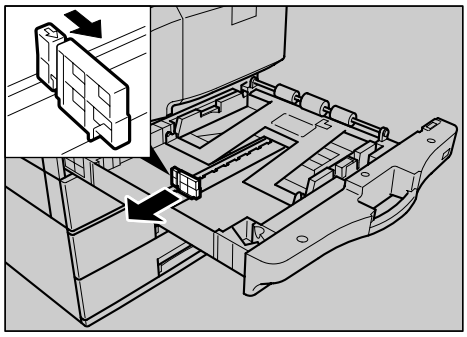
Changing the Paper Size in Tray 1

Use the following procedure when changing the paper in Tray 1 to paper of a different size.

1 Make sure the paper tray is not being used for copying, and then gently pull the paper tray all the way out.

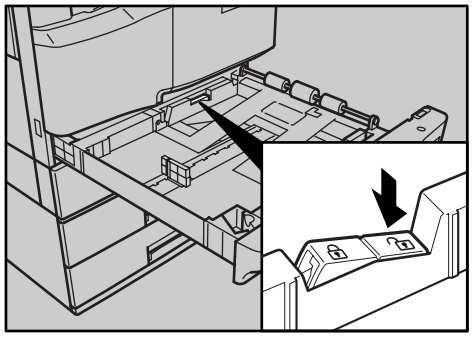
2 Remove any paper in the paper tray.

3 Press the release lever and, without letting go of the lever, adjust the side fences according to the size of paper to be loaded.



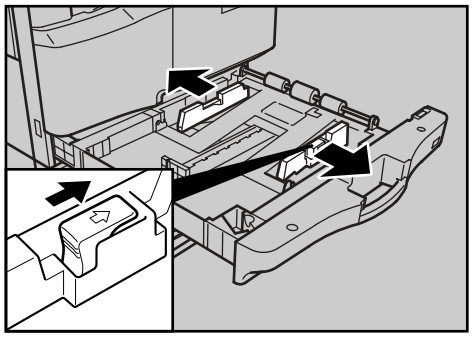
AMH001S

4 **Press down the right side of the side fence lock to release the fence.**



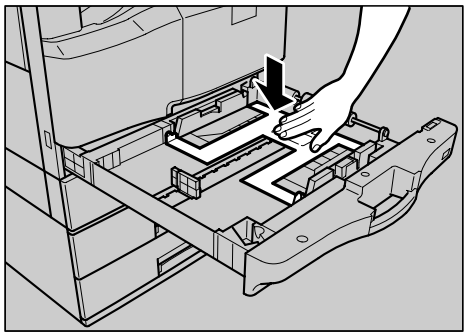
AMH014S

5 **Press the release lever and, without letting go of the lever, adjust the side fences according to the size of paper to be loaded.**



AMH015S

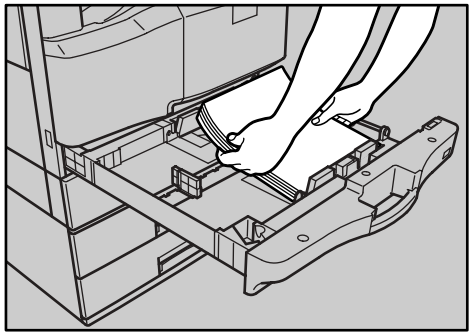
6 **Press the metal plate down until it clicks.**



AMH002S

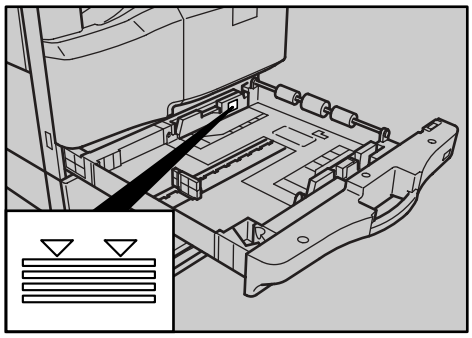
7 Make sure the edges of the deck of paper are flush, and load the paper face down.

Make sure the paper stack is flush against the right side fence.



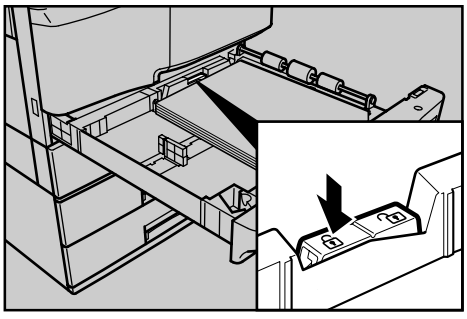
AMH008S

Check that the top of the stack is not higher than the limit mark inside the tray.



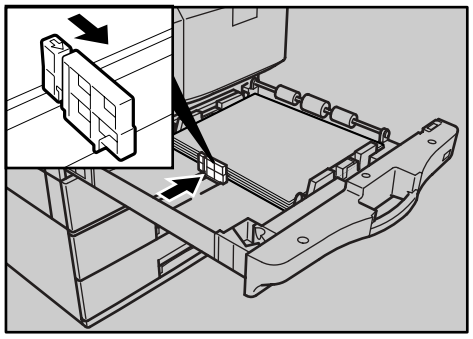
AMH017S

8 Press down the left side of the side fence lock to lock the fence.



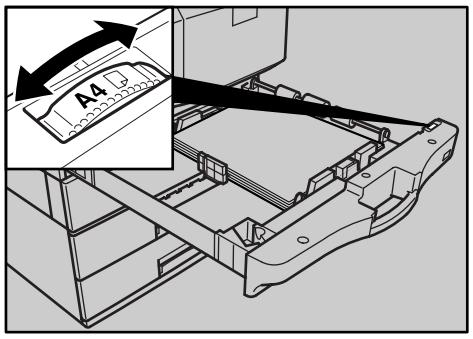
AMH023S

9 **Position the end fence flush against the paper.**



AMH018S

10 **Adjust the paper size selector in the paper tray according to the paper size.**



AMH019S

11 **Gently push the paper tray all the way in.**

12 **Check the paper size on the control panel.**

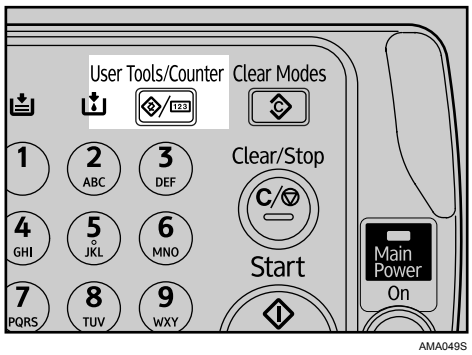
Note

❒ When setting small quantities of copy paper, be careful not to squeeze in the side fence too much or paper will not feed in properly.

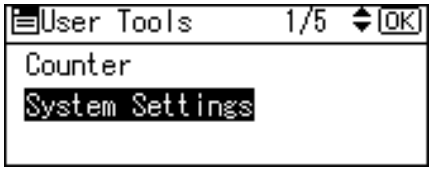
When Using 11"× 17"Size Paper

This section explains how to change the paper size to 11"×17".

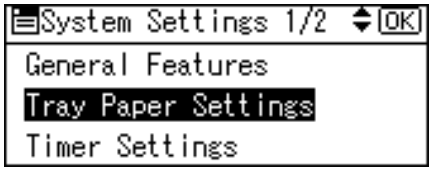
1 **Press the【User Tools/Counter】key.**



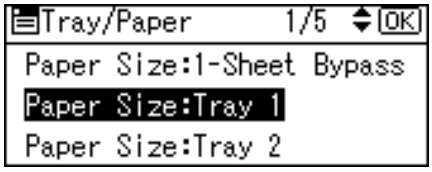
2 **Select [System Settings] using【▲】or【▼】, and then press the【OK】key.**



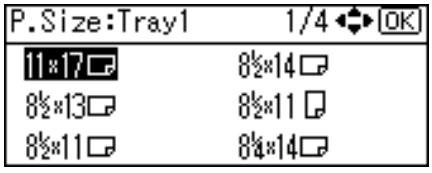
3 **Select [Tray Paper Settings] using【▲】or【▼】, and then press the【OK】key.**



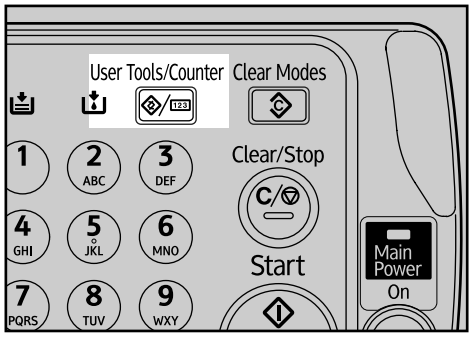
4 **Select "Paper Size" for the paper tray of which paper size will be changed using【▲】or【▼】, and then press the【OK】key.**



5 **Select the paper size using the scroll keys, and then press the【OK】key.**

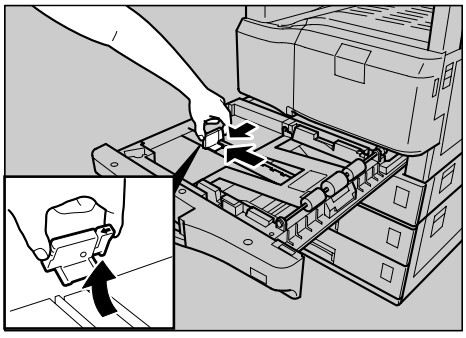


6 Press the【User Tools/Counter】key.



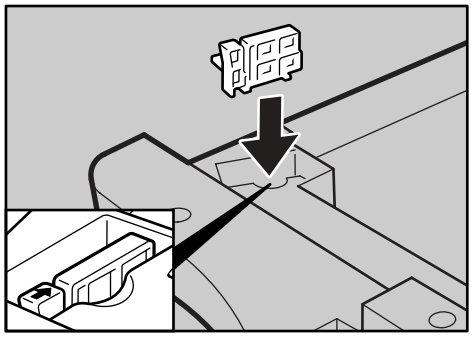
AMA049S

7 Remove the end fence from the paper tray.



AMH004S

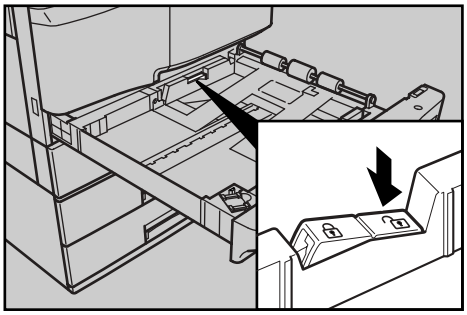
8 Place it in the corner pocket on the left.



AMH013S

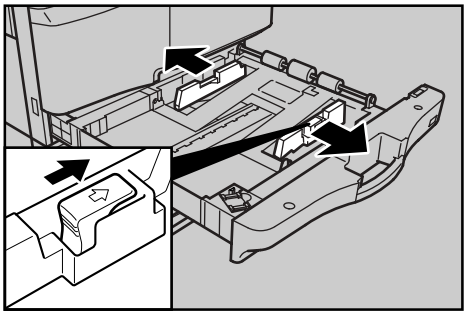
9 Remove any paper in the paper tray.

10 **Press down the right side of the side fence lock to release the fence.**



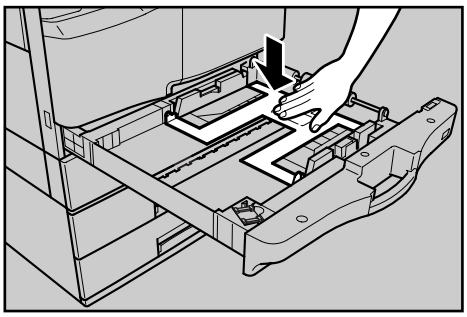
AMH032S

11 **Press the release lever and, without letting go of the lever, adjust the side fences according to the size of paper to be loaded.**



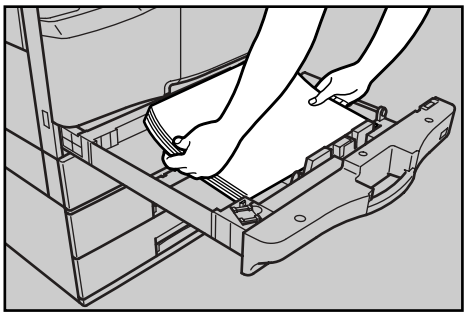
AMH033S

12 **Press the metal plate down until it clicks.**



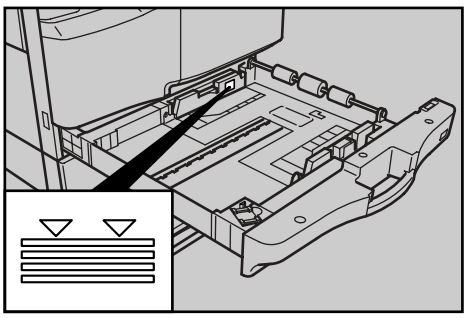
AMH039S

13 Make sure the edges of the deck of paper are flush, and load the paper face down.



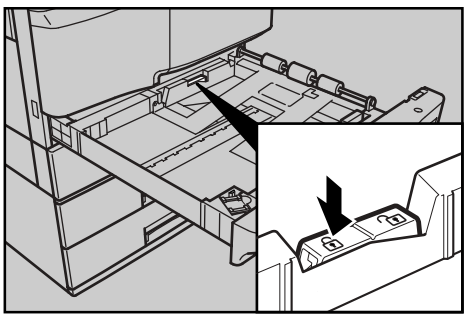
AMH040S

Check that the top of the stack is not higher than the limit mark inside the tray.



AMH041S

14 Press down the left side of the side fence lock to lock the fence.



AMH042S

15 Set the paper size selector in the paper tray to "✳".

16 Gently push the paper tray all the way in.

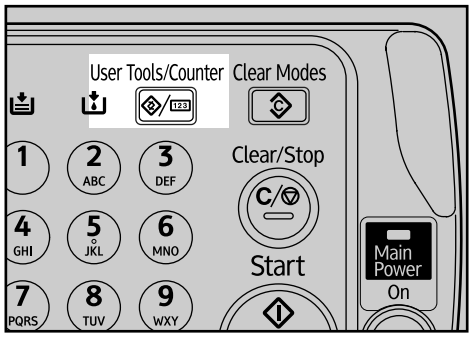
17 Check the paper size on the control panel.

Changing to a Size Other Than Indicated on the Paper Size Selector

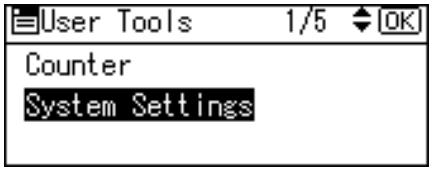
This section explains how to change to a paper size not indicated on the paper size selector.

1. **Set the paper size selector to "✳".**

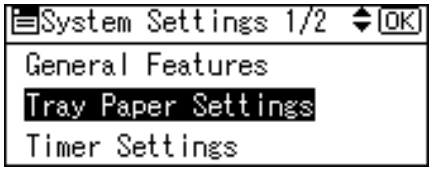
2. **Press the 【User Tools/Counter】 key.**



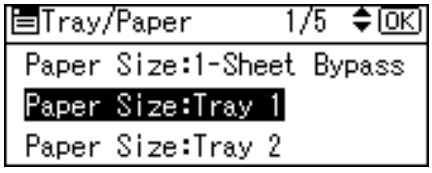
3. **Select [System Settings] using 【▲】 or 【▼】, and then press the 【OK】 key.**



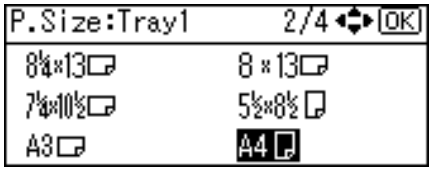
4. **Select [Tray Paper Settings] using 【▲】 or 【▼】, and then press the 【OK】 key.**



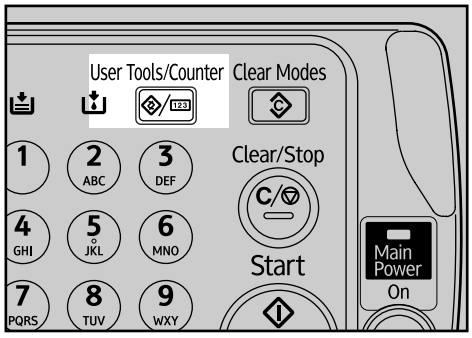
5. **Select "Paper Size" for the paper tray of which paper size will be changed using 【▲】 or 【▼】, and then press the 【OK】 key.**



6. **Select the paper size using the scroll keys, and then press the 【OK】 key.**



7 **Press the【User Tools/Counter】key.**



8 **Load the paper, and then gently push the paper tray all the way in.**

9 **Check the paper size on the control panel.**

Note

❒ For details about the type of paper that can be loaded in Paper Tray 1, see "Tray Paper Size: Tray1", General Settings Guide.

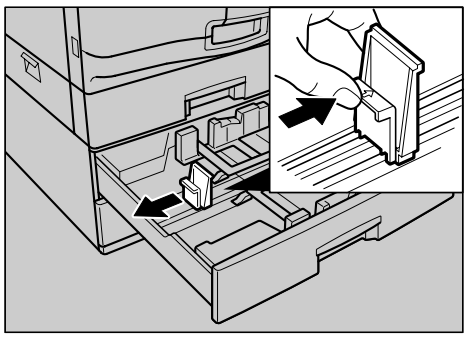
Changing a Paper Size in the Tray 2,3

This section explains how to change the size of paper loaded in Paper Trays 2 and 3.

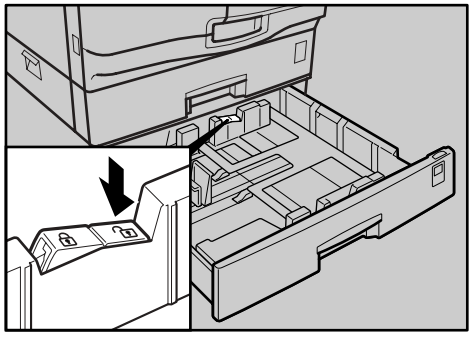
1 **Make sure the paper tray is not being used for copying, and then gently pull the paper tray all the way out.**

2 **Remove any paper in the paper tray.**

3 **Press the release lever and, without letting go of the lever, slide the end fence.**

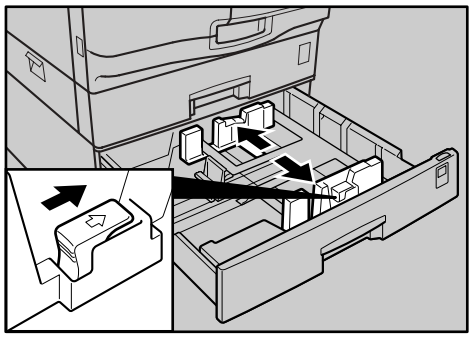


4 **Press down the right side of the side fence lock to release the fence.**



AMH020S

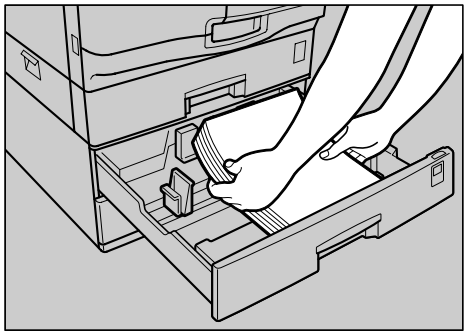
5 **Press the release lever and, without letting go of the lever, adjust the side fences according to the size of paper to be loaded.**



AMH022S

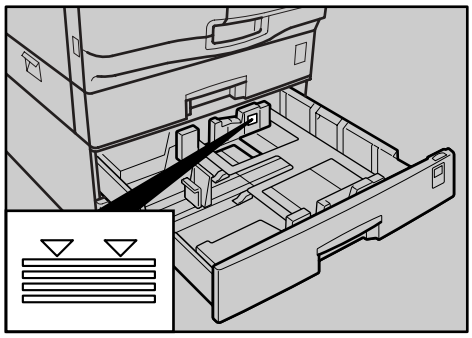
6 Make sure the edges of the deck of paper are flush, and load the paper face down.

Make sure the paper stack is flush against the right side fence.



AMH007S

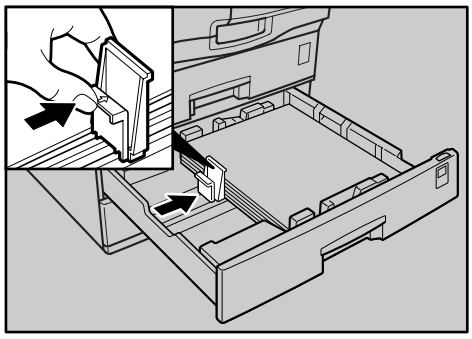
Check that the top of the stack is not higher than the limit mark inside the tray.



AMH011S

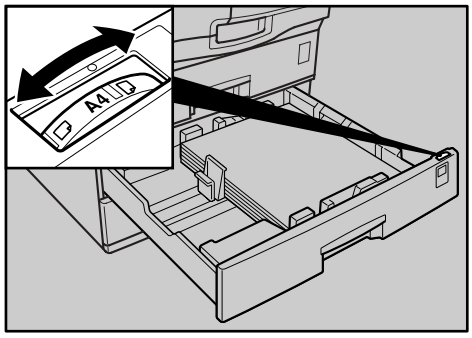
7 Press down the left side of the side fence lock to lock the fence.

8 Position the end fence flush against the paper.



AMH021S

9 **Adjust the paper size selector in the paper tray according to the paper size.**



AMH025S

10 **Gently push the paper tray all the way in.**

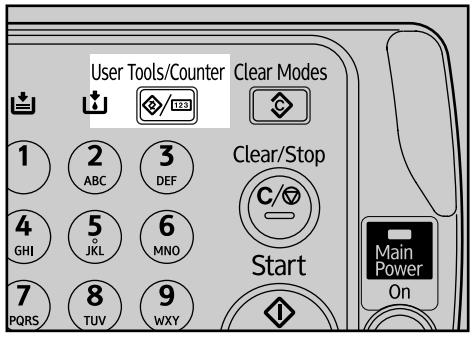
11 **Check the paper size on the control panel.**

Changing to a Size Other Than Indicated on the Paper Size Selector

This section explains how to change to a paper size not indicated on the paper size selector.

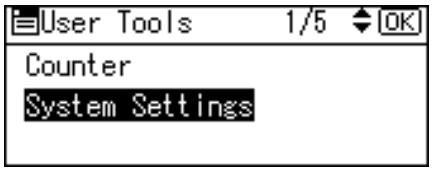
1 **Set the paper size selector in the paper tray to "✳".**

2 **Press the 【User Tools/Counter】 key.**

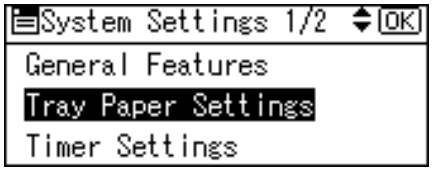


AMA049S

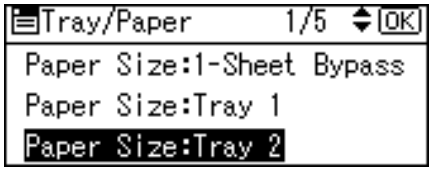
3 **Select [System Settings] using 【▲】 or 【▼】, and then press the 【OK】 key.**



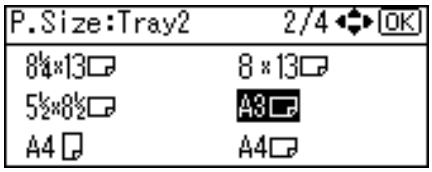
4 **Select [Tray Paper Settings] using 【▲】 or 【▼】, and then press the 【OK】 key.**



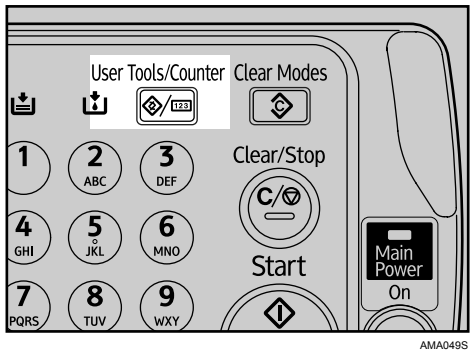
5 **Select "Paper Size" for the paper tray of which paper size will be changed using 【▲】 or 【▼】, and then press the 【OK】 key.**



6 **Select the paper size using the scroll keys, and then press the 【OK】 key.**



7 **Press the 【User Tools/Counter】 key.**



8 **Load the paper, and then gently push the paper tray all the way in.**

9 **Check the paper size on the control panel.**

Note

❒ For details about the type of paper that can be loaded in Paper Trays 2 and 3, see "Tray Paper Size: Tray2-3", General Settings Guide.

Handling Print Cartridges

This section explains what to do when ink runs out.

⚠ ***CAUTION:***

- *Keep the ink or ink container out of reach of children.*

⚠ ***CAUTION:***

- *If ink comes into contact with your eyes, rinse immediately in running water. For other symptoms, consult a doctor.*

⚠ ***CAUTION:***

- *If ink is ingested, induce vomiting by drinking a strong saline solution. Consult a doctor immediately.*

⚠ ***CAUTION:***

- *If your skin comes into contact with ink, wash the affected area thoroughly with soap and water.*

Important

❒ Use only manufacturer-recommended print cartridges. Recommended cartridges have been safety-evaluated and will not damage the machine.

❒ When replacing print cartridges, make sure the machine's power is switched to "On". If the power is off, settings are cancelled and printing cannot resume.

❒ Be sure to replace print cartridges when the machine requests you to do so.

When the "Low Ink Remaining" message appears on the control panel, prepare the appropriate colour print cartridges. When this message appears, approximately 10% of the original amount of ink remains in the print cartridge. Have parts necessary for replacing print cartridges. When you see the "See instructions in Front Cover, then replace the Ink Cartridge." message appear on the control panel, replace corresponding colour print cartridges.

Note

❒ Use the **[Supplies]** display of **[Enquiry]**, to display the ink names and the telephone number for order placement.

❒ All four colour cartridges can be replaced using the same method.

❒ For details about storing print cartridges, see "Ink".

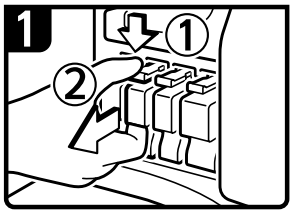
❒ Colour is spent consumed not only by printing, but also when the power switch is turned to "On", during head cleaning, flushing, and loading of cartridges.

Reference

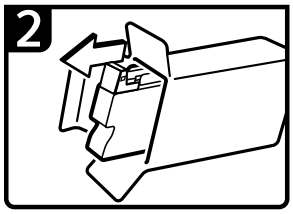
p.92 "Ink"

Replacing Print Cartridges

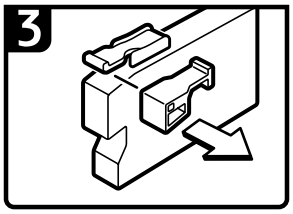
Use the following procedure to replace print cartridges.



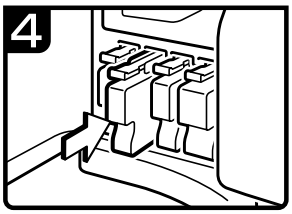
1. Open the front cover of the machine.
2. [1] Press down the peg and pull it out toward you ([2]).



3. Take out the new print cartridge from the box.



4. Remove the orange spacer.



5. Carefully insert the print cartridge slowly you hear a click. Check that the cartridge lock lever is firmly set.
6. Close the front cover of the machine.

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Note

- ❒ Be sure to check the colour before inserting the print cartridges so as not to replace the wrong colour.
- ❒ If, after replacing the print cartridge, add ink messages continue to appear, turn off the machine's power, and then turn it back on again.
- ❒ Open print cartridge during the validity period stated on their packaging.
- ❒ Do not open the print cartridge pack immediately before replacement.
- ❒ Do not touch the ink jet area of the print cartridge.
- ❒ Do not shake the print cartridge. Doing so can result in leakage.
- ❒ Do not disassemble the print cartridge.
- ❒ Do not turn off the power during the replacement procedure and do not disconnect the power plug from the wall outlet.
- ❒ Once it is inserted, do not remove the print cartridge unless necessary.
- ❒ Do not remove or tamper with the print cartridges during printing. This will cause printing to stop.

Sending Fax Messages When Ink has Run Out

Even is ink runs out and is displayed, fax messages can still be sent.

Important

❒ If number of communications executed after the ink has run out and not listed in the automaticallyoutput Journal exceeds 200, communication is not possible.

1 Make sure that the machine is in facsimile mode.

2 Press [Exit], and then perform transmission operation.

The error message disappears.

Note

❒ Reports produced during sending are not printed.

❒ If the fax screen does not appear in step 1, press the 【Facsimile】 key.

Ink

This section contains advice and cautions for handling and storing ink.

Handling Ink

⚠ ***CAUTION:***

- *Keep the ink or ink container out of reach of children.*

Use only manufacturer-recommended print cartridges. Recommended cartridges have been safety-evaluated and will not damage the machine.

Note

❒ For details about how to add print cartridges, see "Replacing the print cartridges".

Reference

p.91 "Replacing Print Cartridges"

Storing Ink

⚠ ***CAUTION:***

- *If ink comes into contact with your eyes, rinse immediately in running water. For other symptoms, consult a doctor.*

⚠ ***CAUTION:***

- *If ink is ingested, induce vomiting by drinking a strong saline solution. Consult a doctor immediately.*

⚠ ***CAUTION:***

- *If your skin comes into contact with ink, wash the affected area thoroughly with soap and water.*

- Do not store print cartridges in environments of extreme heat or cold.
- Store on a flat surface.

Used Print Cartridges

Print cartridge cannot be re-used.

Maintenance

Repeated printing may dirty or clog parts of the machine's interior, reducing printing quality. This can be corrected using **[Maintenance]**

Nozzle Check Pattern

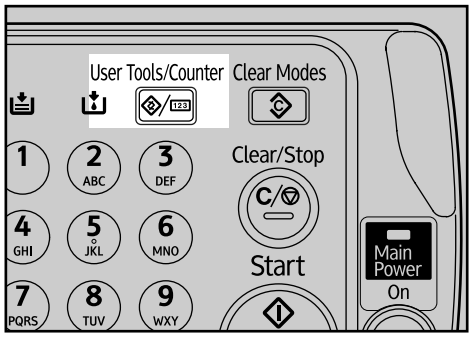
Print the test pattern to check for non-firing nozzles.

To check the print results of the test pattern, proceed to step 5.

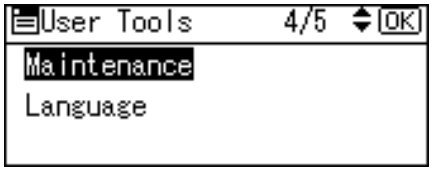
Important

- ❒ Make sure the envelope lever has been raised. Otherwise, you will be unable to print.
- ❒ Check that A4 or $8^1/_2$" × 11" size paper is loaded in Tray 1. If paper is not loaded, the test pattern does not print.
- ❒ During printing the test pattern, do not conduct any other operations.

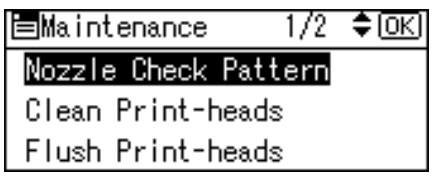
1 **Press the 【User Tools/Counter】 key.**



2 **Select [Maintenance] using 【▲】 or 【▼】, and then press the 【OK】 key.**



3 **Select [Nozzle Check Pattern] using 【▲】 or 【▼】, and then press the 【OK】 key.**

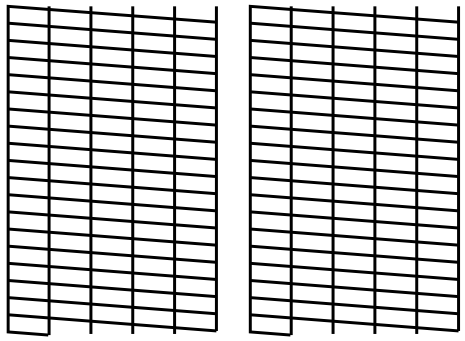


4 **Press the [Start] key.**

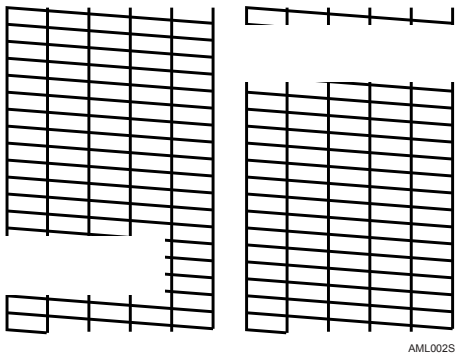
The test pattern prints out.

5 **Check the print results of the test pattern.**

Normal print results:



If a nozzle is not firing:

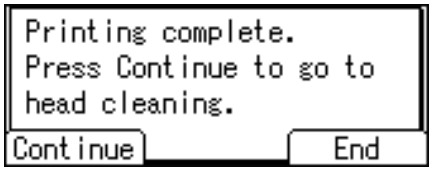


In the test pattern, "K1", "C", "M", "Y", and "K2" correspond to **[Black 1]**, **[Cyan]**, **[Magenta]**, **[Yellow]**, and **[Black 2]** of the machine's **[Flush Print-heads]** and **[Clean Print-heads]** functions, respectively (**[User Tools/Counter]** - **[Maintenance]**).

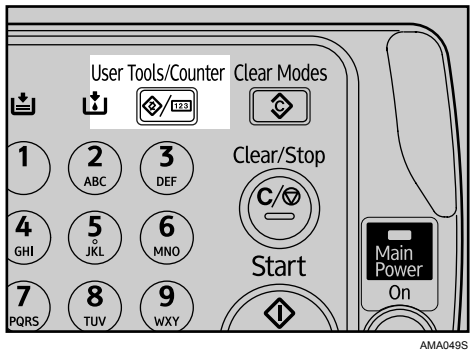
To correct non-firing nozzles, in "K1" of the test pattern, select **[Maintenance]** or **[Black 1]** of **[Flush Print-heads]** and then flush the nozzles.

6 **Press [End].**

If the printing is blurred or unclear, press **[Continue]** to perform head cleaning.



7 **Press the【User Tools/Counter】key.**



Note

❒ For details about head cleaning, see "Clean Print-heads".

Reference

p.97 "Clean Printheads"

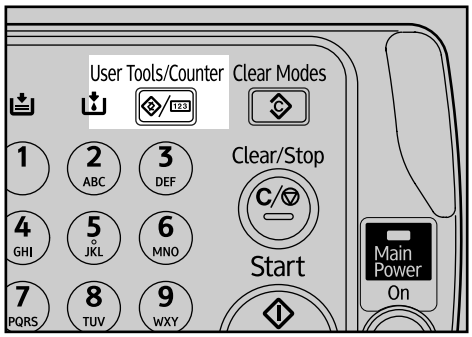
Clean Printheads

Use this function to clean the printheads. Use it if a specific colour is not printing or prints out unclearly. Head cleaning consumes ink. Perform this function on a colour basis.

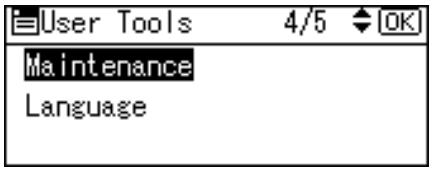
Important

- ❒ Perform no other operations during head cleaning.
- ❒ Head cleaning is not possible if even one colour has run out.
- ❒ Cleaning may be incomplete if ink in a cartridge gets too low or runs out during cleaning.

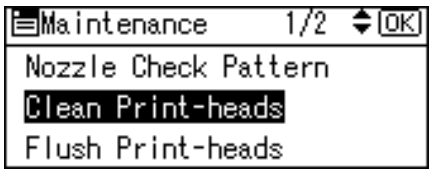
1 **Press the 【User Tools/Counter】 key.**



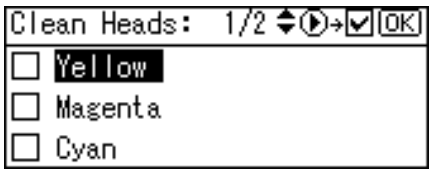
2 **Select [Maintenance] using 【▲】 or 【▼】, and then press the 【OK】 key.**



3 **Select [Clean Print-heads] using 【▲】 or 【▼】, and then press the 【OK】 key.**

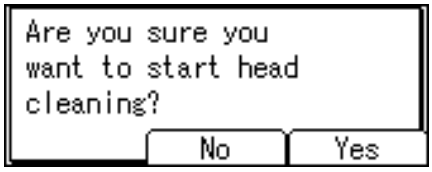


4 **Select the colour of which head you want to clean using 【▲】 or 【▼】, and then press the 【►】 key.**

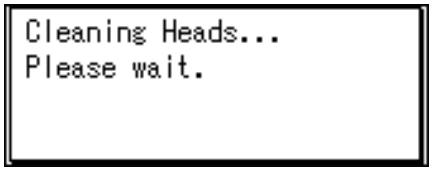


5 **Press the 【OK】 key.**

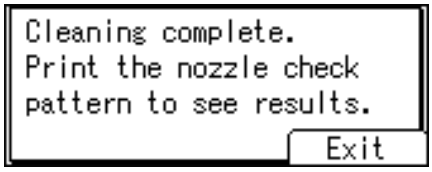
6 **Press [Yes].**



Head cleaning is begins.

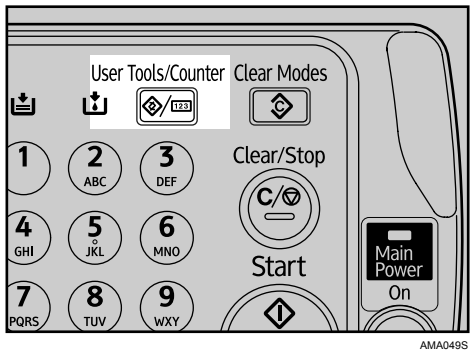


7 **Press [Exit].**



To check the results of head cleaning, select **[Nozzle Check Pattern]** to print the test pattern.

8 **Press the【User Tools/Counter】key.**



Note

- ❒ If a nozzle fails to start firing, perform head cleaning again. If you have repeated head cleaning several times and the nozzle is still failing to fire, perform flushing. If flushing also fails to reactivate the nozzle, turn the machine's power switch to "Off" and leave it at least eight hours before switching the machine back on. This should resolve the problem. Do not turn the main power off. If you do, the ink in the print head may dry up and make printing even worse.
- ❒ For details about Nozzle Check Pattern, see "Nozzle Check Pattern".
- ❒ For details about flushing, see "Flush Print-heads".

Reference

p.94 “Nozzle Check Pattern”
p.99 “Flush Printheads”

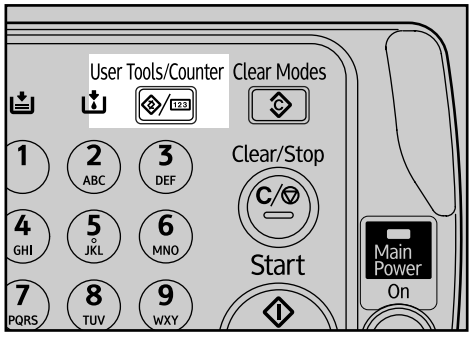
Flush Printheads

Use this function to cleans the printheads far more thoroughly. It consumes much more ink than head cleaning. Use this function only if repeated head cleaning fails to reactivate a mis- or non-firing nozzle. Perform this function on a colour basis.

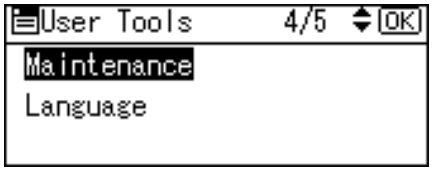
Important

- ❒ Flushing consumes ink. Perform flushing only when necessary.
- ❒ Perform no other operations during flushing.
- ❒ Flushing is not possible if even one colour has run out.
- ❒ Flushing may be incomplete if ink in a cartridge gets too low or runs out during flushing.

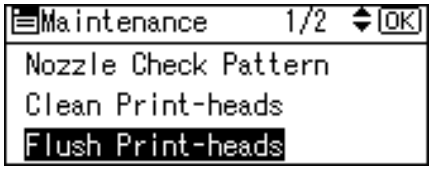
1 **Press the【User Tools/Counter】key.**



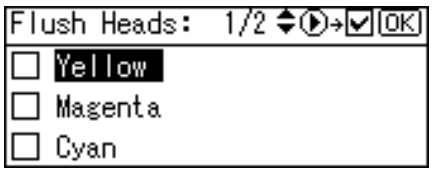
2 **Select [Maintenance] using【▲】or【▼】, and then press the【OK】key.**



3 **Select [Clean Print-heads] using【▲】or【▼】, and then press the【OK】key.**

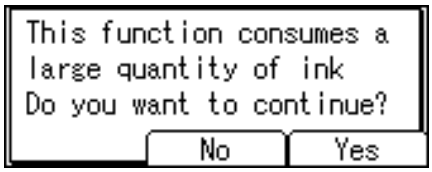


4 **Select the colour of which head you want to flush using 【▲】 or 【▼】, and then press the 【►】 key.**

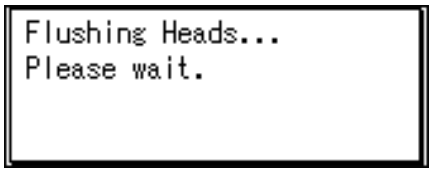


5 **Press the 【OK】 key.**

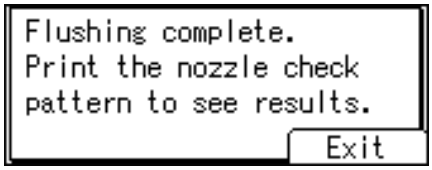
6 **Press [Yes].**



Flushing is begins.

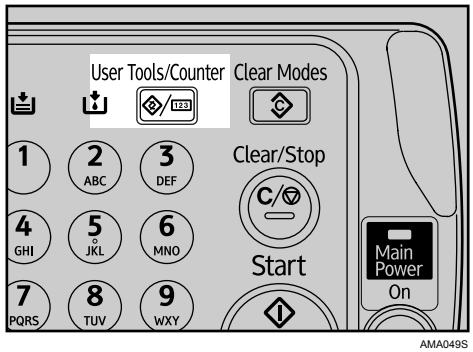


7 **Press [Exit].**



To check the results of flushing, select **[Nozzle Check Pattern]** to print the test pattern.

8 **Press the 【User Tools/Counter】 key.**



Note

❒ For details about the Check Pattern, see “Nozzle Check Pattern”.

Reference
p.94 “Nozzle Check Pattern”

Adjustment

This section explains **[Head Position Adjust]**, **[Registration]**, **[Adjust Paper Feed]**, and **[Restore Defaults]**.

Head Position Adjust

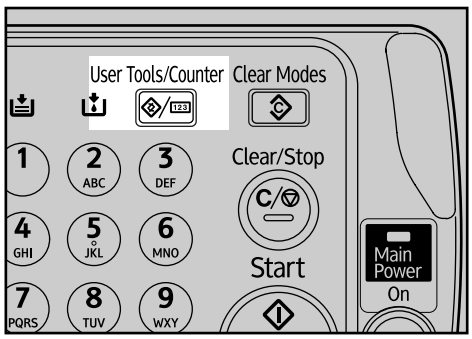
If bidirectional printing produces misaligned verticals or blurred colours, printing the test pattern will re-calibrate the machine. The test pattern differs depending on the resolution.

To check the print results of the test pattern, proceed to step 7.

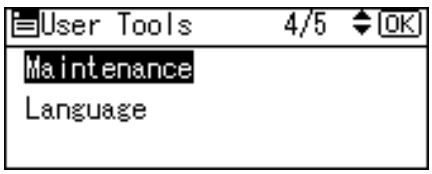
Important

- ❒ Make sure the envelope lever has been raised. Otherwise, you will be unable to print.
- ❒ Check that A4 or $8^1/_2$” × 11” paper is loaded in Tray 1. If this size of paper is not loaded, the test pattern is not printed.
- ❒ Perform no other operations while the test pattern is printing.

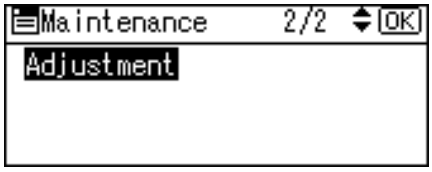
1 **Press the 【User Tools/Counter】 key.**



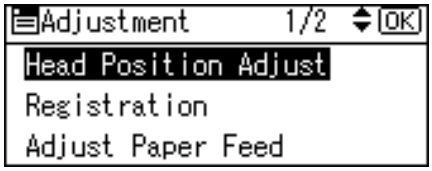
2 **Select [Maintenance] using 【▲】 or 【▼】, and then press the 【OK】 key.**



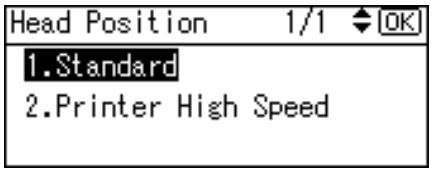
3 **Select [Adjustment] using 【▲】 or 【▼】, and then press the 【OK】 key.**



4 **Select [Head Position Adjust] using 【▲】 or 【▼】, and then press the 【OK】 key.**



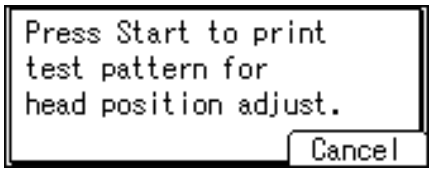
5 **Select the item of which head position you want to adjust using 【▲】 or 【▼】, and then press the 【OK】 key.**



The item you should select differs depending on the write mode you want to adjust. Select **[2.Printer High Speed]** if you selected Plain and fast mode (300 dpi) for the printer. Select **[1.Standard]** if you selected other items.

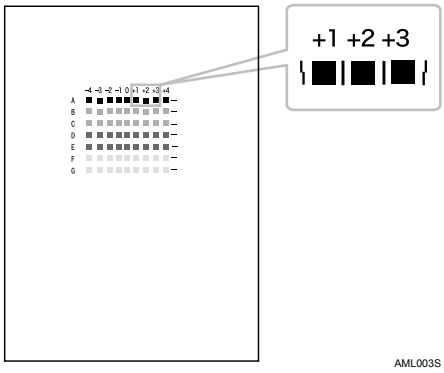
6 **Press the 【Start】 key.**

The Head Position Adjust test pattern is printed.



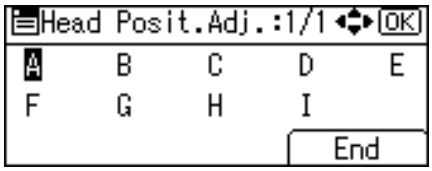
7 **Check the optimal adjustment value based on the print results of the test pattern.**

- The optimal adjustment value is the number above the square pattern that has faintest colour closest to grey and aligned verticals on both sides. If the value in column "A" is "+2", the adjustment value of **[A]** is **[+2]**.



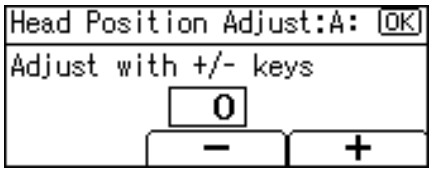
8 **Press [Adjust].**

9 **Select the item you want to adjust, and then press the 【OK】 key.**



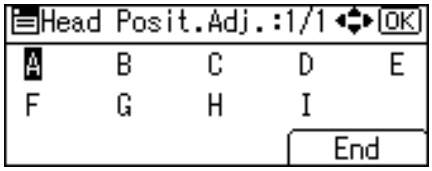
10 **Enter the adjustment value checked in Step 7, and then press the 【OK】 key.**

The display returns to that of Step 9.

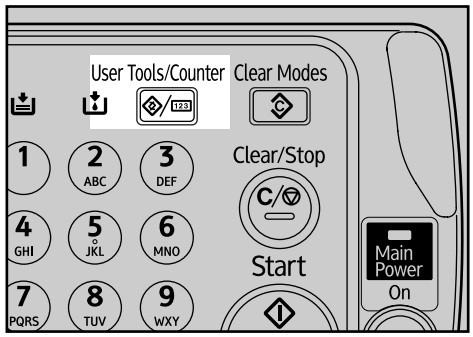


⓫ Press [End].

After a few seconds, the settings screen appears.



⓬ Press the【User Tools/Counter】key.



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6

Registration

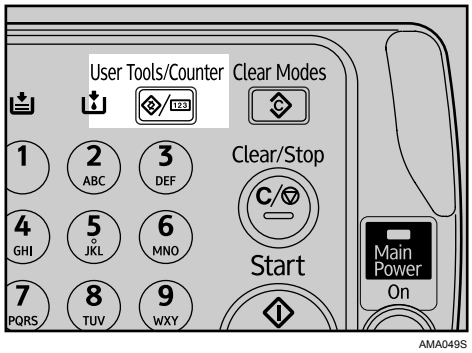
This function prints test patterns for adjusting the print start position of paper on a paper feed tray basis.

To check the print results of the test pattern, proceed to step 7.

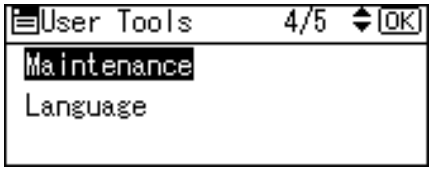
Important

- ❒ Make sure the envelope lever is raised. You cannot print if it is down.
- ❒ Make sure A4⬓ or 8 $^{1}/_{2}$″ × 11″ paper is loaded in the tray you want to adjust. If this size of paper is not loaded, the test pattern is not printed.
- ❒ To specify this setting for the bypass tray, load a sheet of A4⬓ paper in the bypass tray.
- ❒ Perform no other operations while the test pattern is printing.
- ❒ To adjust the registration for duplex printing, load paper in Tray 1.

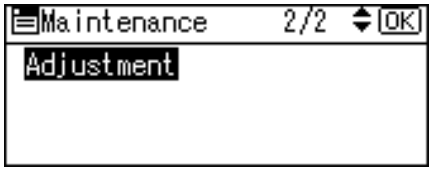
1 **Press the【User Tools/Counter】key.**



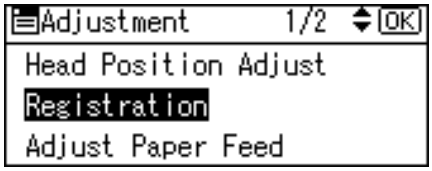
2 **Select [Maintenance] using【▲】or【▼】, and then press the【OK】key.**



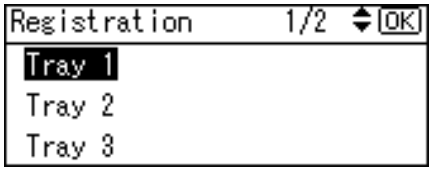
3 **Select [Adjustment] using【▲】or【▼】, and then press the【OK】key.**



4 **Select [Registration] using【▲】or【▼】, and then press the【OK】key.**



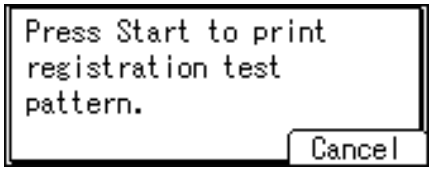
5 **Select the tray of which print position you want to adjust using【▲】or【▼】, and then press the【OK】key.**



6

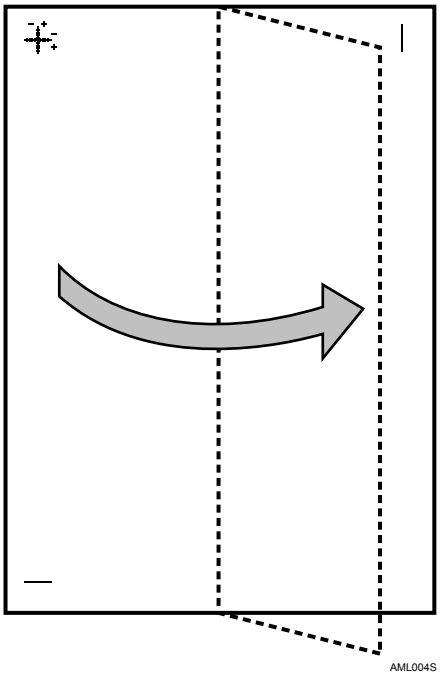
6 Press the [Start] key.

The test pattern is printed.

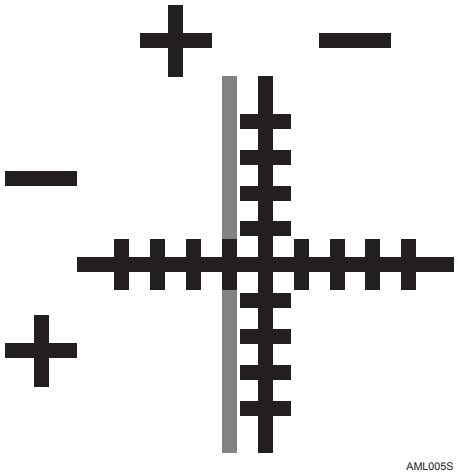


7 Check the optimal adjustment value based on the print results of the test pattern.

- Fold the paper lengthwise by aligning its corners.

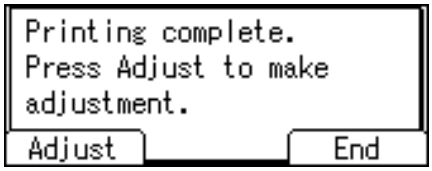


- Hold the folded paper to the light. The alignment difference between the printed cross joint and the vertical line is the adjustment value. If the vertical line is misaligned in the + direction by 1 calibration marking, the adjustment value of **[Sub Scan]** is **[+1.0]**.

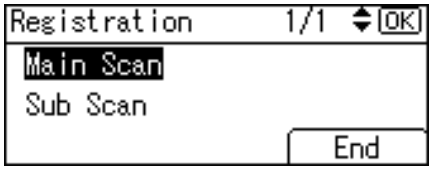


- Fold the paper widthwise in the same manner, and then check the adjustment value of **[Main Scan]**.
- The adjustment values of **[Main Scan]** and **[Sub Scan]** are in increments of **[0.1]**.

8 **Press [Adjust].**

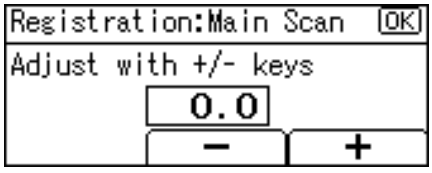


9 **Select an item you want to adjust, and then press the [OK] key.**



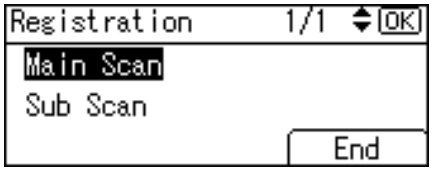
10 **Enter the adjustment value with [+] [−], and then press the [OK] key.**

The display returns to that of Step **9**.

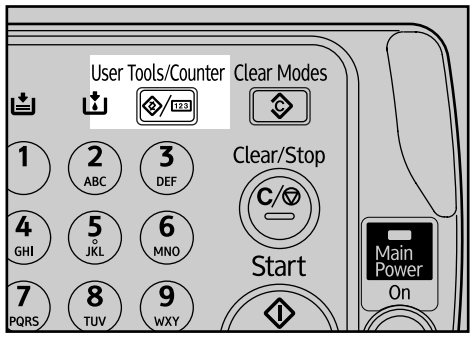


11 **Press [End].**

After a few seconds, the settings screen appears.



12 **Press the【User Tools/Counter】key.**



6

Adjust Paper Feed

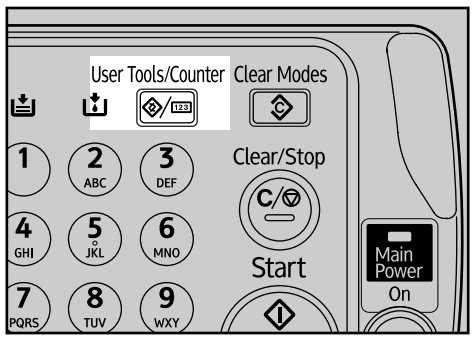
This function prints test patterns for adjusting paper feed if misalignment of horizontals or image surface irregularities occur.

To check the print results of the test pattern, proceed to step 6.

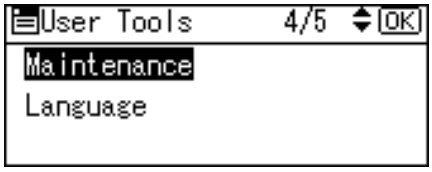
Important

- ❒ Make sure the envelope lever has been raised. Otherwise, you will be unable to print.
- ❒ Check that A4□ or $8^1/_2$″ × 11″□ paper is loaded in Tray 1. If this size of paper is not loaded, the test pattern is not printed.
- ❒ Perform no other operations while the test pattern is printing.

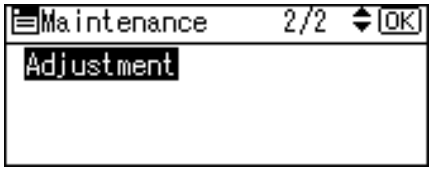
1 **Press the【User Tools/Counter】key.**



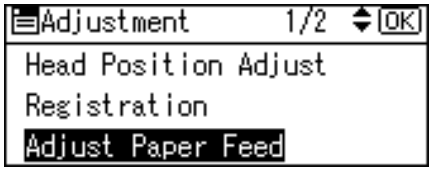
2 **Select [Maintenance] using 【▲】 or 【▼】, and then press the 【OK】 key.**



3 **Select [Adjustment] using 【▲】 or 【▼】, and then press the 【OK】 key.**

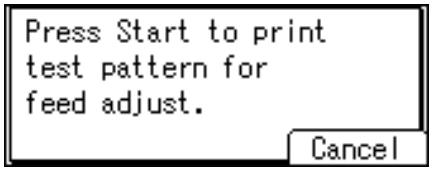


4 **Select [Adjust Paper Feed] using 【▲】 or 【▼】, and then press the 【OK】 key.**



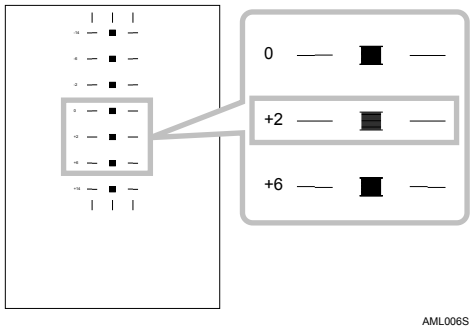
5 **Press the 【Start】 key.**

The test pattern is printed.



6 **Check the optimal adjustment value based on the print results of the test pattern.**

- The optimal adjustment value is the number next to the square pattern that has the faintest colour closest to grey and aligned horizontals on both sides. If the value on the left of the pattern is "+2", the adjustment value is **[+2]**,



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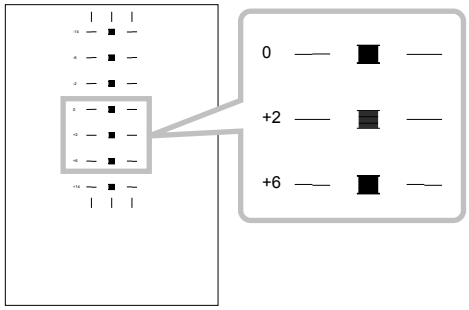
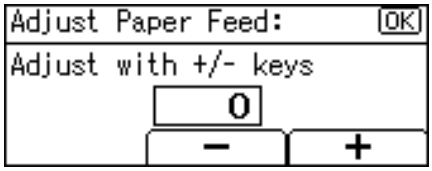
- If the horizontal lines on the both sides of the faintest square are misaligned, determine an adjustment value based on a pattern that is above or below, whose horizontals are misaligned in the opposite direction. For example, "+2" square is faintest and the horizontals on both sides of "+6" are in the opposite direction to "+2", so the adjustment value is between **[+3]** and **[+5]** depending on the degree of misalignment. After completing the adjustment, adjust the paper feed again to check if the optimal adjustment value is set.



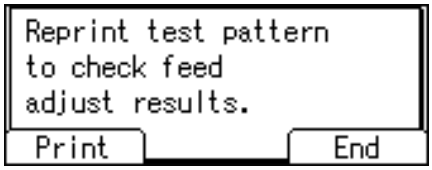
7 **Press [Adjust].**

8 **Enter the adjustment value with [+] [−], and then press the [OK] key.**

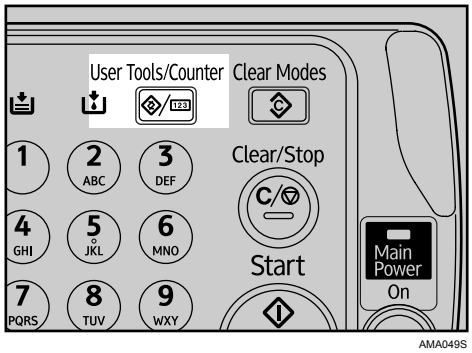


9 **Press [End].**

After a few seconds, the settings screen appears.



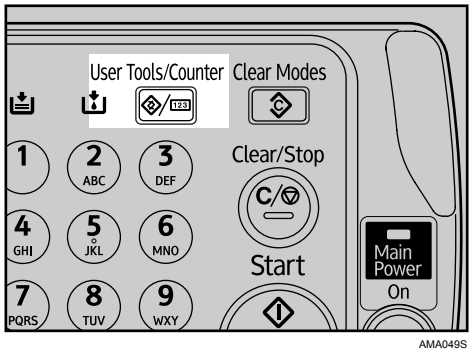
10 **Press the【User Tools/Counter】key.**



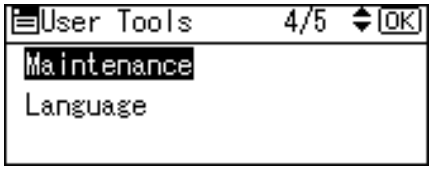
Restore Defaults

This function resets the "Head Position Adjust", "Registration", and "Adjust Paper Feed" values to their defaults.

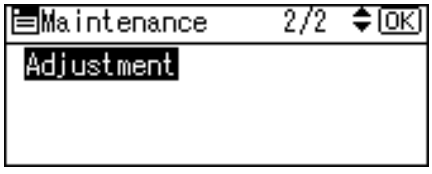
1 **Press the【User Tools/Counter】key.**



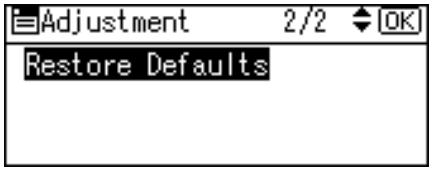
2 **Select [Maintenance] using【▲】or【▼】, and then press the【OK】key.**



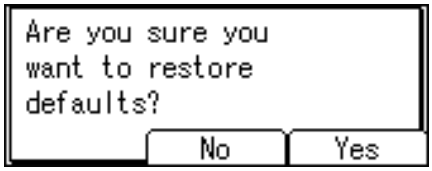
3 **Select [Adjustment] using【▲】or【▼】, and then press the【OK】key.**



4 **Select [Restore Defaults] using 【▲】 or 【▼】, and then press the 【OK】 key.**

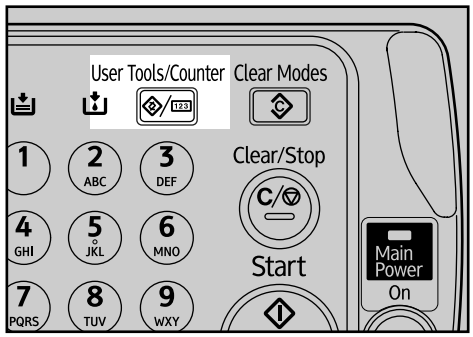


5 **Press [Yes].**



6 **Press [Exit].**

7 **Press the 【User Tools/Counter】 key.**



Note

❒ For details about settings, see “Head Position Adjust”, “Registration”, and “Adjust Paper Feed”.

Reference

p.101 “Head Position Adjust”
p.104 “Registration”
p.108 “Adjust Paper Feed”

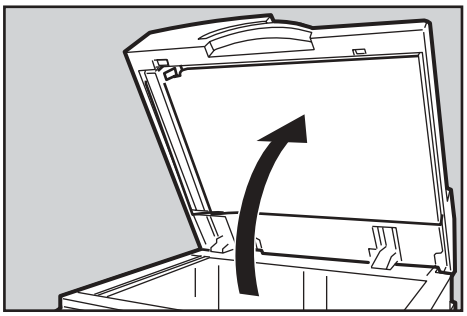
Replacing the Transmission Stamp Cartridge

If the transmission stamp becomes faint, replace the cartridge.

Important

- ❒ This stamp cartridge is used for facsimile and scanner functions.
- ❒ Do not add ink to the cartridge by yourself. Neglecting this can cause ink leakage.
- ❒ Be sure not to dirty your fingers with ink from the cartridge.
- ❒ Use the cartridge specified for this machine.

1 **Open the ADF, or ARDF unit.**



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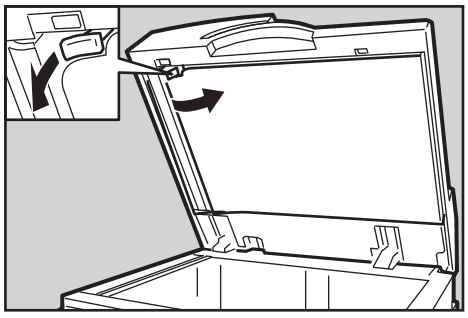
2 **Opens the stamp cover.**



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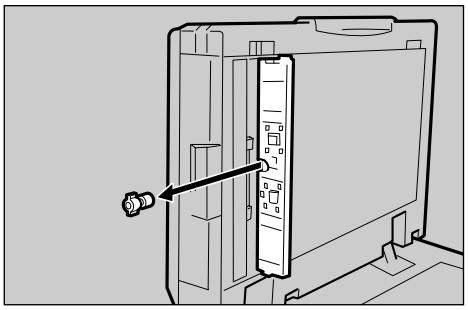
3 **Pull out the old stamp cartridge.**



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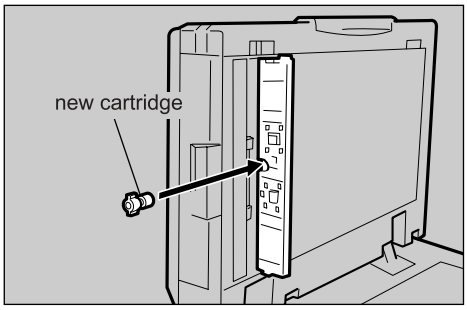
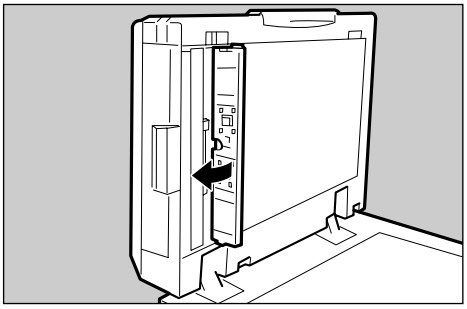
4 **Insert the new stamp cartridge.**

Insert the cartridge until the metal parts are no longer visible.



AMI002S

5 **Close the stamp cover.**



ZEXH100J

6 **Close the ADF, or ARDF unit.**

7. Clearing Misfeeds

This chapter explains what to do when paper or originals misfeed (become jammed inside the machine).

Removing Jammed Paper

⚠ ***WARNING:***

- ***Connect the machine only to the power source described on the inside front cover of this manual. Connect the power cord directly into a wall outlet and do not use an extension cord.***
- ***Do not damage, break or make any modifications to the power cord. Do not place heavy objects on it. Do not pull it hard nor bend it more than necessary. These actions could cause an electric shock or fire.***

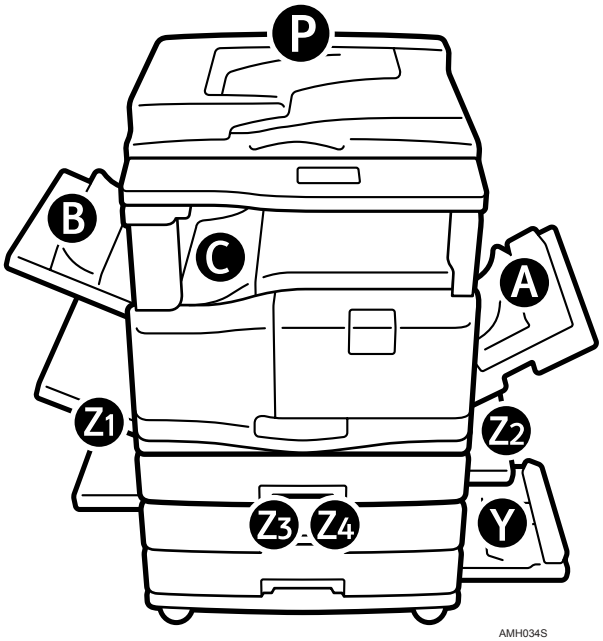
Important

❒ When clearing misfeeds, do not turn off the operation switch. If you do, your copy settings will be lost.

❒ To prevent misfeeds, do not leave any torn scraps of paper inside the machine.

❒ If paper misfeeds occur frequently, contact your service representative.

If a sheet of printing paper or an original has jammed, follow the instructions on the rear of machine's front cover to clear the jam. A letter indicating the location of the jam is displayed on the control panel.



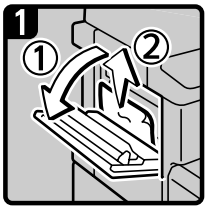
More than one misfeed may be indicated. When this happens, check all the areas indicated.

- When A is lit

1. Open the right cover, and then remove any misfed paper.
2. Close the right

AMI003S

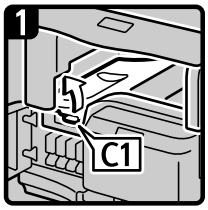
- When B is lit



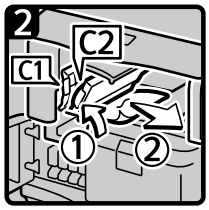
1. Open the upper left cover, and then remove any misfed paper.
2. Close the upper left cover.

AMI004S

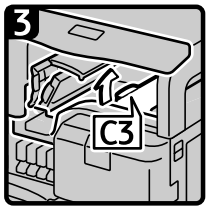
- When C is lit



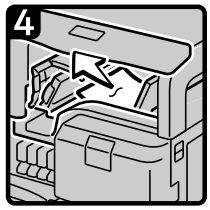
1. Open the front cover of the machine.
2. Open the cover C1 of the internal tray.



3. Open the panel C2, and then remove the misfed paper.



4. Open the cover C3.

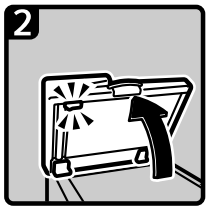


5. Remove any misfed paper.
6. Close the cover C3, panel C2, cover C1, and then front cover of the machine.

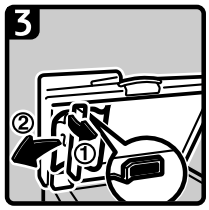
AMI005S

- When P is lit (ADF)

1. Open the upper cover of the ADF.
2. Lift the lever and remove the misfed original.



3. Close the upper cover of the ADF.
4. Lift the ADF.

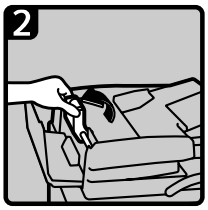


5. Pull the lever in the upper left corner, and then remove the misfed original.
6. Close the cover.

AMI006S

- When P is lit (ARDF)

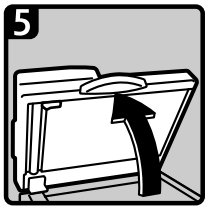
1.Open the ARDF cover,and then remove the misfed original.



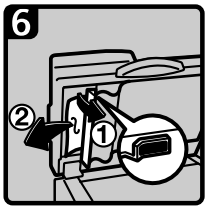
2.Lift the lever.

3.Open the cover,and then remove the misfed original.

4.If you cannot remove the misfed original.open the ARDF extermal cover,and then remove the misfed original.



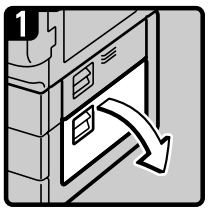
5.Open the ARDF.



6.Pull the lever in the upper left corner,and then remove the misfed original.

AMI011S

- When Y is lit



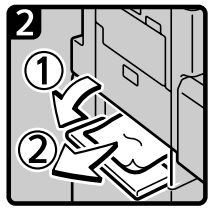
1. Open the lower right cover.

2. Remove any misfed paper.
3. Close the lower right cover.

AMI007S

- When Z1 is lit

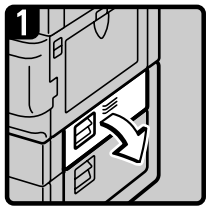
1. Open the left cover and remove any misfed paper.



2. Open the lower left cover and remove any misfed paper.
3. Close the left cover and lower left cover.

AMI008S

- When Z2 is lit

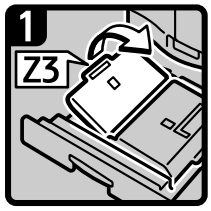


1. Open the lower right cover.

2. Remove any misfed paper.
3. Close the lower right cover.

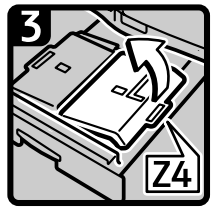
AMI009S

- When Z3,Z4 is lit



1. Carefully open the duplex unit fully out.
2. Raise lever Z3.

3. Remove any misfed paper.



4. Raise lever Z4.

5. Remove any misfed paper.
6. Close the duplex unit slowly.

AMI010S

This chapter describes how to maintain and operate the machine.

Where to Put Your Machine

This section provides precautions for installation, movement and disposal.

Machine Environment

Choose your machine's location carefully.
Environmental conditions greatly affect its performance.

Optimum Environmental Conditions

The following describes precautions when moving the machine.

⚠ ***CAUTION:***

- *Keep the machine away from humidity and dust. Otherwise a fire or an electric shock might occur.*
- *Do not place the machine on an unstable or tilted surface. If it topples over, an injury might occur.*

⚠ ***CAUTION:***

- *After you move the machine, use the caster fixture to fix it in place. Otherwise the machine might move or come down to cause an injury.*

- Temperature: 10-32 °C (50-89.6 °F) (humidity to be 54% at 32 °C, 89.6 °F)
- Humidity: 15-80% (temperature to be 27 °C, 80.6 °F at 80%)
- A strong and level base.
- The machine must be level within 5 mm, 0.2 inches: both front to rear and left to right.
- To avoid possible buildup of ozone, make sure to locate this machine in a large well ventilated room that has an air turnover of more than 30 m^3/hr/person.

Environments to Avoid

- Locations exposed to direct sunlight or other sources of strong light (more than 1,500 lux).
- Locations directly exposed to cool air from an air conditioner or heated air from a heater. (Sudden temperature changes can cause condensation to form inside the machine.)
- Locations close to machines generating ammonia, such as a diazo copy machine.
- Places where the machine will be subject to frequent strong vibration.
- Dusty areas.
- Areas with corrosive gases.

Moving

The following describes precautions when moving the machine.

⚠ ***CAUTION:***

- *Before moving the machine, be sure to pull all four handles fully out. If not, an injury might occur. After moving the machine, return the four handles to their original positions.*

⚠ ***CAUTION:***

- *Before moving the machine, be sure to disconnect all external connections, especially the power cord from the wall outlet. Damaged power cords are a fire and electric shock hazard.*

⚠ ***CAUTION:***

- *Unplug the power cord from the wall outlet before you move the machine. While moving the machine, you should take care that the power cord will not be damaged under the machine.*

Important

❒ Be careful when moving the machine. Take the following precautions:

- Turn off the main power. See p.36 “Turning Off the Main Power / In the Event of Power Failure”.
- Unplug the power cord from the wall outlet. When you pull out the plug from the socket, grip the plug to avoid damaging the cord, thereby reducing the risk of fire or electric shock.
- Close all covers and trays, including the front cover and bypass tray.

❒ Keep the machine level and carry it carefully, taking care not to jolt or tip it. Rough handling may cause a malfunction or damage the hard disk or memory, resulting in loss of stored files.

❒ Protect the machine from strong shocks. Impact can damage the hard disk and cause stored files to be lost. As a precautionary measure, files should be copied to another computer.

Power Connection

The following explains power supply.

⚠ ***WARNING:***

- ***Connect the machine only to the power source described on the inside front cover of this manual. Connect the power cord directly into a wall outlet and do not use an extension cord.***
- ***Do not damage, break or make any modifications to the power cord. Do not place heavy objects on it. Do not pull it hard nor bend it more than necessary. These actions could cause an electric shock or fire.***

⚠ ***CAUTION:***

- *If the power cord is damaged (exposure of the core, disconnection, etc.), contact your service representative to change a new one. Operating the machine with a damaged power cord may cause an electric shock or fire.*

⚠ ***CAUTION:***

- *When you disconnect the power plug from the wall outlet, always pull the plug (not the cable).*

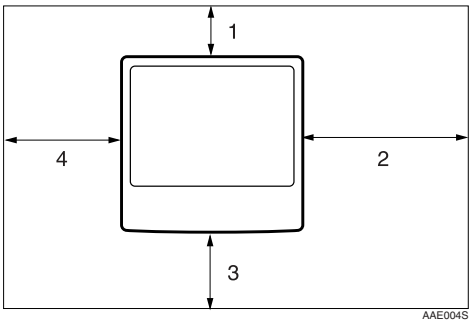
⚠ ***CAUTION:***

- *To disconnect the power code, pull it out by plug. Do not drag the code itself. Doing so may result in damage to the code, leading to fire or electric shock.*

- Make sure the plug is inserted firmly in the wall outlet.
- Voltage must not fluctuate by more than 10%.
- The wall outlet shall be installed near the machine and shall be easily accessible.

Access to the Machine

Place the machine near the power source, providing the clearance areas shown.



1. **Rear: 10 cm (4″) or more**
2. **Right: 27 cm (10.6″) or more**
3. **Front: 44 cm (17.3″) or more**
4. **Left: 28 cm (11″) or more**

Note

❒ For the required space when options are installed, contact your service representative.

When Not Used for a Long Time

⚠ ***CAUTION:***

- *For safety reason, unplug the power cord from the wall outlet if the machine will not be used for an extended period of time such as holidays.*

Note the following:

- The nozzles of the print-heads may dry out and become clogged. To prevent this, periodically print something. Even if you do not print anything, turn the printer on for a few minutes once a month.
- If you do not use the printer for a long period of time, always check if the nozzles are clogged by printing a nozzle check test pattern. Clean the print-heads as necessary, and then begin printing.
- If you do not use the printer for a long period of time, printing may not be performed normally even if head cleaning is performed multiple times. If this happens, turn the power off and leave the printer alone for eight hours or longer.
- If the machine has not been used recently, it requires time to initialize so cannot start printing immediately. Leave the machine switched on and wait about ten minutes.

Note

❒ Wait a while after carrying out head cleaning several times. The ink has to dissolve before the machine can print normally.

Maintaining Your Machine

If the exposure glass, exposure glass cover, ADF, or ARDF belt is dirty, copy clarity may be reduced. Clean these parts if they are dirty.

⚠ ***CAUTION:***

- *Fire and breakdown can result from heavy accumulation of dust inside this machine. Consult your service representative for details about and charges for cleaning the machine's interior.*

Important

❒ Do not use chemical cleaners or organic solvents, such as thinner or benzene. If such substances get inside the machine or melt plastic parts, a failure might occur.

❒ Do not clean parts other than those explicitly specified in this manual. Other parts should only be cleaned by your service representative.

❖ **How to maintain**

Cleaning the machine Wipe the machine with a soft, damp cloth, and then wipe it with a dry cloth to remove the water.

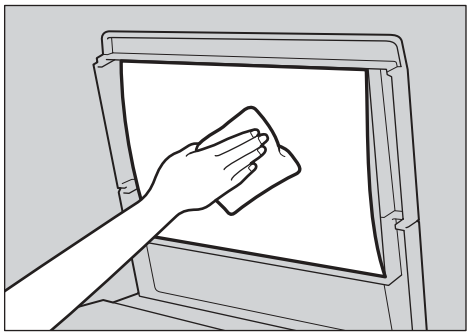
Cleaning the Exposure Glass

This section explains how to clean the exposure glass and scanning glass.

Clean 1 and 2.

Cleaning the Exposure Glass Cover

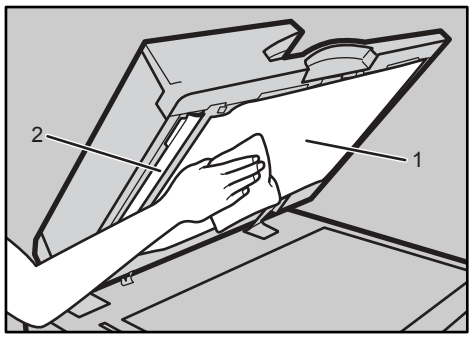
This section explains how to clean the exposure glass cover.



GEVH140J

Cleaning the ADF/ARDF

This section explains how to clean the ADF, or ARDF.



AMH012S

Clean 1 and 2.

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In accordance with IEC 60417, this machine uses the following symbols for the main power switch:

| means POWER ON.

○ means POWER OFF.

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Operating Instructions Troubleshooting

Type for MP C1500/Aficio MPC1500/ISC 615G

AE (AE) B229-7758